



EUROPEAN UNION

DELEGATION TO PAPUA NEW GUINEA

DELPNGP-002-SER-IT-2017

**Information & Communication Technology Support for the EU
Delegation to Papua New Guinea**

service contract

NEGOTIATED PROCEDURE



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INVITATION TO TENDER

Dear Sir/Madam,

Subject: - Information & Communication Technology Support for the EU Delegation to Papua New Guinea
- DELPNGP-002-SER-IT-2017

1. The European Union Delegation to Papua New Guinea is planning to award the contract referred to above. The procurement documents consist in this invitation letter, the tender specifications with their annexes and the draft contract.
2. If you are interested in this contract, you should submit a tender in one of the official languages of the European Union.
3. You must submit your tender exclusively on paper, in one original and two copies. The tender must be placed inside two closed envelopes addressed as indicated below. The inner envelope should be marked as follows: "CALL FOR TENDERS – NOT TO BE OPENED BY THE INTERNAL MAIL DEPARTMENT". The inner envelope must also contain two closed envelopes, one containing the technical tender and the other the financial tender. Each of these envelopes must clearly indicate the content ("Technical" and "Financial"). The time limit for submission of the tender is **Thursday 16 February 2017**.

You must use one of the means of submission listed below. Receipt is understood as the time at which the tenderer hands over the tender to the post office or courier service or at the reception of the Delegation.

Means of submission	Time limit	Evidence	Address for delivery
Post	24:00	Postmark	CALL FOR TENDERS DELPNGP-002-SER-IT-2017 EU Delegation to Papua New Guinea, Attention of the Head of Administration PO BOX 76 BSP Haus 6 Floor, Harbour City Port Moresby, NCD
Courier	24:00	Deposit slip of courier service	CALL FOR TENDERS DELPNGP-002-SER-IT-2017 EU Delegation to Papua New Guinea, Attention of the Head of Administration BSP Haus 6 Floor, Harbour City Port Moresby, NCD
In person (hand delivery)	16:00 local time in PNG	Proof of receipt, signed and dated by the agent at the reception of the Delegation	EU Delegation to Papua New Guinea, Attention of the Head of Administration BSP Haus 6 Floor, Harbour City Port Moresby, NCD



Hand delivery can be received from 8:30 to 17:00 Monday to Thursday and 8:30 to 13:00 on Fridays. The service is closed on Saturdays, Sundays and official holidays of the contracting authority.

4. Tenders must be:
 - perfectly legible so that there can be no doubt as to words and figures;
 - drawn up using the model reply forms in the tender specifications, where applicable.
5. The period of validity of the tender, during which tenderers may not modify the terms of their tenders in any respect, is three months from the date indicated in point 3.
6. Submission of a tender implies acceptance of all the terms and conditions set out in the procurement documents and, where appropriate, waiver of the tenderer's own general or specific terms and conditions. The submitted tender is binding on the tenderer to whom the contract is awarded for the duration of the contract.
7. All costs incurred for the preparation and submission of tenders are to be borne by the tenderers and will not be reimbursed.
8. Contacts between the contracting authority and candidates or tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

Before the date of receipt indicated in point 3:

Upon request, the contracting authority may provide additional information solely for the purpose of clarifying the procurement documents.

Any request for additional information must be made in writing only to DELEGATION-PAPUA-NEW-GUINEA-ADMIN-TENDERS@eeas.europa.eu.

The contracting authority is not bound to reply to requests for additional information received less than six working days before the date of receipt of tenders indicated in point 3.

The contracting authority may, on its own initiative, inform interested parties of any error, inaccuracy, omission or any other type of clerical error in the text of the procurement documents.

After the opening of tenders:

If obvious clerical errors in the tender need to be corrected or confirmation of a specific or technical element is necessary, the contracting authority will contact the tenderer provided this does not lead to substantial changes to the terms of the submitted tender.

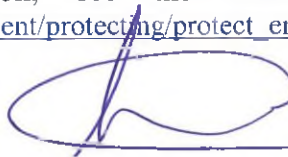
The contracting authority may negotiate with tenderers the tenders they have submitted, in order to adapt them to the procurement documents and in order to find the most economically advantageous tender. The minimum requirements defined in



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- the procurement documents are not subject to negotiation. During negotiations equal treatment of all tenderers will be ensured. The contracting authority reserves the right not to negotiate and to award the contract on the basis of the tenders initially received.
9. This invitation to tender is in no way binding on the contracting authority. The contracting authority's contractual obligation commences only upon signature of the contract with the successful tenderer.
 10. Up to the point of signature, the contracting authority may cancel the procurement procedure without the tenderers being entitled to claim any compensation. This decision must be substantiated and the tenderers notified.
 11. Once the contracting authority has opened the tender, it becomes its property and it shall be treated confidentially.
 12. You will be informed of the outcome of this procurement procedure by e-mail only. It is your responsibility to provide a valid e-mail address together with your contact details in your tender and to check this e-mail address regularly.
 13. If processing your reply to the invitation to tender involves the recording and processing of personal data (such as your name, address and CV), such data will be processed pursuant to Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. Unless indicated otherwise, your replies to the questions and any personal data requested are required to evaluate your tender in accordance with the specifications of the invitation to tender and will be processed solely for that purpose by the Head of EU Delegation to Papua New Guinea. Details concerning the processing of your personal data are available on the privacy statement at http://eeas.europa.eu/data_protection/index_en.htm
 14. Your personal data may be registered in the Early Detection and Exclusion System (EDES) if you are in one of the situations mentioned in Article 106 of the Financial Regulation¹. For more information, see the Privacy Statement on http://ec.europa.eu/budget/explained/management/protecting/protect_en.cfm

p.o. 
Ioannis Giogkarakis-Argyropoulos
Authorizing Officer by sub-Delegation

Annexes:

- Tender specifications;
- Contract direct contract and purchase order

¹ Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council of 25 October 2012 on the financial rules applicable to the general budget of the Union and repealing Council Regulation (EC, Euratom) No 1605/2002 (OJ L 298 of 26.10.2012, p. 1) as amended.



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ANNEX I-TENDER SPECIFICATION

1. INTRODUCTION

The contracting authority is the European Union (hereinafter referred to as "contracting authority"), represented by the Head of the Delegation of the European Union in Papua New Guinea or its duly authorized representative.

The contracting authority plans to conclude a service contract for ICT support in the EU Delegation to Papua New Guinea.

A notice for this contract was published on the Delegation website [https://eeas.europa.eu/delegations/papua-new-guinea/search/site_en?f\[0\]=bundle%3Aeeas_tender&f\[1\]=im_field_regions%3A150](https://eeas.europa.eu/delegations/papua-new-guinea/search/site_en?f[0]=bundle%3Aeeas_tender&f[1]=im_field_regions%3A150)

2. SUBJECT OF THE CONTRACT

The contractor must provide the human and material resources necessary to provide Information & Communication Technology support in the non-exhaustive list below:

- technical support
- technical assistance.
- administrative support.

The place of performance is Port Moresby, Papua New Guinea.

3. DESCRIPTION OF PUBLIC PROCUREMENT PROCEDURE

Economic operators interested in this contract shall submit their complete tenders, including all documents as described in point 8 by the deadline indicated in the letter of invitation to tender.

An e-mail address and/or a fax number of the tenderer shall be provided in the cover letter. It is the responsibility of the tenderer to regularly consult the e-mails received.

The website on which all procurement documents are published will be updated regularly and it is the tenderer's responsibility to check for updates and modifications during the tendering period.

The evaluation of tenders will be made in the following order:

- access to market,
- exclusion criteria,
- selection criteria,
- award criteria.



If the tender does not pass a category, it will not be evaluated under the following category/ies.

4. GROUPS OF ECONOMIC OPERATORS AND SUBCONTRACTING

Tenders can be submitted by a single economic operator or jointly by two or more economic operators.

4.1. Joint tender

A joint tender is a situation where a tender is submitted by a group of economic operators. The cover letter to the tender must be signed by a duly authorised representative of each member and indicate the leading member with its e-mail address and/or fax number.

In this case, the tender will clearly identify the division of tasks amongst the different operators.

Once the tender has been submitted, any change in the composition of the tenderer is not allowed, unless in the meantime one or more operators within the tenderer has been subject to a merger or a takeover (universal succession), and shall lead to the rejection of the corresponding tender.

The group will not be required to adopt a specific legal form in order to submit a tender.

If the contract is awarded to a group, the contracting authority may require the group to adopt a specific legal form after the award and prior to the signature of the contract. If the group is legally constituted (consortium), the contracting authority will sign the contract with the entity representing the group (consortium). Otherwise, the contract will be signed with all economic operators of the group. In this case, one of its members will be nominated "the leader" and will have full authority to bind the group and each of its members, and will be in charge of the administrative management of the contract (contact point, invoicing, receiving payments, etc.) on behalf of all other entities. The leader will receive power of attorney from the other members of the group to this end.

In any case, each member of the group will assume joint and several liabilities towards the contracting authority for the performance of the contract as a whole.

The already legally constituted consortium must have its own Legal Entity Form which is different from the Legal Entity Form of each individual member of the group.

4.2. Subcontracting

Subcontracting is allowed but the contractor will retain full liability towards the contracting authority for performance of the contract as a whole.

Tenderers must give an indication of the proportion of the contract that they intend to subcontract and are required to identify all subcontractors whose share of the contract is above 30%.



The subcontractors whose share of the contract is above 30% must comply with the same exclusion and selection criteria on technical and professional capacity applicable to tenderers and shall present exclusion and selection documents.

During contract execution, the change of any subcontractor identified in the tender will be subject to prior written approval of the contracting authority (see art. II.10 of the contract).

5. ELIGIBILITY OF ECONOMIC OPERATORS

5.1. Access to public procurement

Participation in this tender procedure is open on equal terms to all natural and legal persons:

- in one of the European Union Member States;
- in a third country which has a special agreement with the European Union in the field of public procurement² on the conditions laid down in the agreement;
- exceptionally, in Papua New Guinea.

Economic operators, including each member of a joint tender, must confirm that they have their headquarters or domicile in one of the abovementioned States and present the supporting evidence normally acceptable under their own law.

5.2. Non-exclusion of economic operators

Economic operators who have access to public procurement are evaluated on the basis of the information provided in their tenders for exclusion criteria.

Tenderers shall provide a declaration on exclusion criteria attached to the tender specifications (Annex D) dully filled in, signed and dated by the legally authorised representative.

The declaration on exclusion criteria shall be provided by each member of the group in case of joint tenders, and by an entity on whose capacity it intends to rely and by all identified subcontractors whose share of the contract is above 30%.

Whenever requested by the contracting authority, the candidate or tenderer, as well as the entity on whose capacity the candidate or tenderer intends to rely shall provide the supporting documents confirming the declaration.

The successful tenderer, including each member of the group in case of joint tender, to whom the contract is to be awarded shall provide, within a time limit defined by the

² **FYROM, Albania, Montenegro and Serbia** (under the Stabilisation and Association Agreement), **Iceland, Norway and Liechtenstein** (under the EEA Agreement economic operators from these countries have full access to tendering procedures of the Union institutions, agencies and bodies), **Mexico, Chile, Colombia and Peru, Iraq, Korea and Central American countries of Honduras, Nicaragua and Panama.**



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contracting authority and preceding the signature of the contract, the evidence referred to in paragraph "Evidence upon request", confirming the declaration.

The contracting authority may waive the obligation for a candidate or tenderer to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year earlier and are still valid at the date of their request by the contracting authority. In such cases, the candidate or tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure and confirm that there has been no change in the situation.

The contracting authority may also waive the obligation for a candidate or tenderer to submit the documentary evidence if it can access it on a national database free of charge.

5.3. Selection of economic operators

The contracting authority may request the tenderer to provide the documents mentioned as supporting documents on selection criteria in the declaration on their honour and in this tender specifications before the signature of the contract and within a deadline given by the contracting authority.

If a tenderer is relying on the capacities of other entities (e.g. parent company, other company in the same group, or third party) in order to achieve the required level of economic, financial, technical and professional capacity, its tender must contain a signed and dated statement by the concerned entity declaring firmly that the relevant resources shall be made at the disposal of the tenderer for the performance of this contract. The contracting authority will verify whether the entities on whose the tenderer intends to rely fulfil the relevant selection criteria. The tenderer may only rely on the technical and professional capacities of other entities where the latter will perform the services or works for which these capacities is required.

If an entity provides the whole or a very large part of the financial capacity to the tenderer, the contracting authority may demand that the said entity be jointly liable for the performance of the contract. It may require that it signs the contract or that it provides a joint and several first-demand guarantees, should that tenderer be awarded the contract. If this entity is required to sign the contract, it has to have access to public procurement and shall not be in an exclusion situation as indicated in point 5.1 and 5.2 of the tender specifications.

5.3.1. Legal and regulatory capacity criteria and evidence

The economic operators shall meet the following conditions:

- be enrolled in a relevant professional or trade register, except for international organisations,

for service contracts, hold a particular authorisation proving that it is authorised to perform the contract in its country of establishment or be a member of a specific professional organisation.



The economic operators are required to have the following:

Evidence on selection criteria:		
5.3.1. Legal and regulatory capacity		
A statement from the relevant authority of the country in which the candidate has its domicile or headquarters proving that the candidate/tenderer is allowed to provide services described under point 2 in that country. Or provide the necessary documents of registration.	At least one economic operator involved in the tender (it shall be the one who will be responsible for the relevant part of the contract during its performance)	Subcontractors whose share of the contract is above 30 %

5.3.2. Economic and financial capacity criteria and evidence

No specific economical and financial capacity and evidence is required from the economic operators for this call for tenders.

5.3.3. Technical and professional capacity criteria and evidence

Tenderers must prove the technical and professional capacity to perform this contract by meeting the following criteria:

Evidence on selection criteria:		
5.3.3. Technical and professional capacity		
5.3.3 a) A list of services contracts over the last three years performed by the candidate/tenderer relevant to the services indicated under point 2, with the annual contract value, the duration (start and end date) and the client. Minimum capacity level required: For each contract in the list under point 5.3.3 a), the candidates/tenderers must provide clients reference letters specifying whether the services have been carried out in a professional manner and in compliance with the contractual terms.	At least one economic operator involved in the tender (it shall be the one who will be responsible for the relevant part of the contract during its performance)	Subcontractors whose share of the contract is above 30 %
5.3.3 b) A detailed CV for each IT support staff proposed by the candidate/tenderer. Minimum capacity level required: The proposed ITSUPs must have at least five years' experience in the fields related to services as described under point 2	At least one economic operator involved in the tender (it shall be the one who will be responsible for the relevant part of the contract during its performance)	Subcontractors whose share of the contract is above 30 %

In case the candidate/tenderer is a group of economic operators, a consolidated assessment of the minimum capacity levels of all the members together will be made.



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6. TECHNICAL SPECIFICATIONS

6.1. General requirements

The Contractor will assign an IT Support agent, who meets the minimum profiles required for the Contracting Authority and his/her temporary replacement during any period of absence.

The Contractor will establish a list of pre-approved IT Support agents who can be deployed at short notice. Contractor will seek the prior approval of the Contracting Authority in writing at least 5 working days prior to the start of deployment.

At any time during the contract, the Contracting Authority can request a change of an ITSUP without providing justification.

The Delegation has currently 34 permanent IT users and up to 2 temporary IT users at. The infrastructure is based on the following products:

Operating Systems

Windows 7 Enterprise 64Bits

Internet Explorer 9

Firefox ESR 24.2.0

Office products

MS Office Professional Plus 2010

MS Office Proofing Tools Kit Compilation 2010

MS Office Project Professional 2010

MS Office SharePoint Workspace 2010

MS Office Visio Premium 2010

MS Word Style Patch

Add-ins

DIaLOGIKa Eurolook 4.6

Adobe Reader XI

Plugins

Microsoft Silverlight 5.1

Windows Media Player 12.0 + Hotfixes



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RealPlayer Enterprise 2.1.9

VLC Media Player 2.1.2

DjVu Browser Plugin 6.1.4

Flash Player 12.

Shockwave Player 12

QuickTime Player 7.74

Java Runtime Environment (JRE) 6 Update 45 and previous

CURL Runtime Environment 6.0.7

Runtimes

Power Builder Client Full Version 2.0.0

Oracle Client 11G r2

MS .NET Framework 4.5.1

Microsoft Visual C++ 2005 Runtime

Microsoft Visual C++ 2008 Runtime

Microsoft Visual C++ 2010 Runtime

Miscellaneous

McAfee VirusScan Enterprise 8.8 with Patch 2

MSXML 4.0 Service Pack 3

MSXML Parser 6.10.1129.0

7-Zip 9.20

PDF Creator 1.6.2

Remote Desktop Connection 8.0

Apple Application Support 2.3.4

Network connection to headquarters is provided by two DSL/MPLS lines and operated by British Telecom (BT).

The IT support tasks are segregated between two profiles named Regional IT Officer (RITO) and IT Support (ITSUP).



The management of the servers and user accounts will be performed remotely by the RITO who is based in Australia, while the ITSUP tasks described below are to be covered by the present call for tenders.

In headquarters (HQ), the EEAS IT Helpdesk for delegations is the single point of contact (SPOC) for all issues with external ICT contractors (BT, Siemens, Dell). It also provides overall support to Regional ITOs and ITSUPs. Network connection to headquarters is provided by MPLS and operated by Telstra / British Telecom.

6.2. Service description

The service provider will report to the Head of Administration (HOA) of the Delegation on all calls received and support activities undertaken.

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 by HQ)
- 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...) and with set-up of video conferences
- Assist the end-users for usage of the videoconference equipment
- Provide training to end-users on IT matters based on training needs
- Assist the delegation with the inventory management of ICT equipment
- Assist the delegation with identifying technical requirements, calls for tenders and purchasing of ICT material (such as printers, scanners, copiers, cabling infrastructure, mobile phones, etc.)
- Manage the local PABX telephone system.
- Provide training or coaching to end-users on IT matters, especially on the office automation tools



Technical assistance:

- Perform the troubleshooting of problems related to workstations, laptops, printers, iPhones, 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
- 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.
- Assist the Head of Administration with periodic system backups
- Training will be conducted by the RITO.

6.3. Schedule

A permanent presence is required 4 hours per day, Monday to Friday from 8.30 to 12.30 however, the ITSUP is expected to be on call outside of these hours and to have a telephone/email helpdesk to assist end-users remotely for troubleshooting that may or may not require his/her presence on site in the Delegation.

The ITSUP may not access the Delegation premises outside normal working hours: Monday to Thursday 8.00 to 17.30 and Friday 8.30 to 13.30 (unless accompanied by the Head of Administration or another EU Official).

6.4. On call outside of working hours

The ITSUP may be required to assist the Delegation outside of his/her normal working hours.

If required, the ITSUP shall arrive on site within a maximum of 60 min after an initial call if the problem can be resolved remotely, remote assistance shall be provided within 15 min of an initial call.

6.5. IT procedures

The Delegation will provide all available written procedures to the contractor to enable a quick response to IT incidents requiring interfacing with the Central helpdesk in HQ (Brussels, Belgium), with third parties and with hardware suppliers.



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6.6. Schedules

The contractor has to present a concept how to guarantee continuity and availability of IT support, which will avoid any interruption of service, be it during standard working hours or when on call for reasons of annual leave or other ad hoc absences.

6.7. Reviews

The Delegation and the Contractor will meet on a 2 monthly interval to ensure performance of contractual obligations of both parties.

A monthly Service Report shall be send by the Contractor to the Delegation, the report shall include at least the following:

Number of incidents in the reporting period

% of incidents resolved through helpdesk support

% of incidents resolved satisfactory

% of incidents delayed

Number of incidents outside working hours which could be resolved remotely

Number of incidents outside working hours when a site visit had to be performed

7. EVALUATION OF TENDERS ON THE BASIS OF THE AWARD CRITERIA

The tenderers shall provide the "Statement of compliance with the tender documents" at Annex 1 duly dated and signed in order to be considered technically compliant.

The technically compliant tenders are evaluated in order to award the contract to the tender offering the best price quality ratio. For this purpose, the tender will be evaluated technically and financially.

7.1. Technical tender

The technical quality of the tenders will be evaluated on the basis of documents provided by the tenderers in the technical tender with regard to the award criteria. Each criterion is assigned a mark by the contracting authority on the basis of the scale in the table here below.



No	Description	Max. number points	Criteria
1	<p><u>Organisation of the services</u></p> <p>This criterion will enable to assess the organisation of the services offered by the tender, including the different members of a joint tender and the resort to subcontractors. Tenderers will develop in detail the organisation they offer in particular provide detailed information for each questions.</p>	(40 points – minimum threshold 60%)	<ul style="list-style-type: none"> ❖ How does the candidate/tenderer commit to organise the post as described in point 6?
2	<p><u>Quality control measures.</u></p> <p>This criterion will enable to assess of the quality control system applied to the service foreseen in these tender specifications concerning the quality of services and continuity of the service in case of absence of the members of the team.</p> <p>The quality system shall be detailed in the tender and specific to the services at hand; a generic quality system will result in a low score.</p>	(60 points – minimum threshold 60%)	<ul style="list-style-type: none"> ❖ How are the services monitored and evaluated in order to guarantee the quality of the services to be provided? (30 points – minimum threshold 50%) ❖ What measured does the candidate/tenderer propose to ensure service continuity in the event of unplanned absences by the ITSUP? (30 points – minimum threshold 50%)
	TOTAL	100	

Any tender not scoring the minimum quality threshold of 50% of the points for each criterion and 60 points for all the criteria combined will be eliminated.

7.2. Financial tender

The prices for the tender must be tendered:

- in PGK;



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- all inclusive. This means that, unless otherwise mentioned in these tender specifications, prices tendered for shall include all the costs to be incurred by the tenderers in order to provide the services;
- using the unit price schedule (Annex A). Any change in the table(s) as annexed to these tender specifications will lead to the rejection of the tender.

During the validity of the tender and the implementation of the contract, prices cannot be revised. During the implementation of the contract, they can however be indexed in conformity with art. I.5.2 of the contract.

The unit price schedule is binding during implementation of the contract.

Only the financial tenders submitted by those tenderers who have obtained an overall technical score of 60 points or more and at least 50% of the maximum score allocated for each individual criterion will be opened.

Financial tenders will then be checked for arithmetical accuracy. Where arithmetical errors are found, tenderers will be requested to correct them.

7.3. Calculation of the overall score

The tender chosen will be that which offers the best price quality ratio among the technically compliant tenders, namely the tender obtaining the best overall score P_i calculated as follows where the weighting is [60]% for the quality and [40]% for the price:

$$P_i = T_i * [0.60] + F_i * [0.40]$$

T_i = (technical quality score of the tender under consideration / score of the best technical quality tender) * 100

F_i = (cheapest total price for the scenario / price of the scenario of the tender under consideration) * 100

8. CONTENT OF THE TENDER

Tenderers shall submit all the requested documents listed here.

The tender will contain:

1. A cover letter presenting the name of the tenderer, including all entities in case of joint tender, and identified subcontractors whose share of the contract is above 30%, and the name of the single contact person in relation to this tender. The cover letter must indicate the proportion of the contract to be subcontracted. In case of joint tender, the cover letter must be signed by a duly authorised representative for each operator and indicate the leading member with its e-mail address. It is the responsibility of the tenderers to consult regularly the e-mails received;



2. In case of subcontracting, a letter of intent for each subcontractor whose share of the contract is above 30% stating their willingness to provide the services foreseen in the tender and in line with the present tender specifications;
3. A signed Legal Entity Form with its supporting evidence. The form is available at http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm . When the tenderer is a legal person, a legible copy of the notice of appointment of the persons authorised to represent the tenderer in dealings with third parties and in legal proceedings, or a copy of the publication of such appointment if the legislation which applies to the legal entity concerned requires such publication. Any delegation of this authorisation to another representative not indicated in the official appointment must be evidenced. When the tenderer is a natural person, a proof of registration on a professional or trade register or any other official document showing the registration number. The legally constituted consortium must present its own Legal Entity Form which is different from the Legal Entity Form of each individual member of the group;
4. A signed financial identification form and its supporting evidence. The form is at http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_en.cfm, (bank account file - BAF). Even in case of joint tenders, one form must be submitted;
5. All the documents requested for the access to public procurement (point 5.1);
6. Declaration on honour on the exclusion and selection criteria (point 5.2 & 5.3);(Annex D);
7. Tenderer Information (Annex C).

In addition to the above, tenderers shall submit all the requested documents listed below under "technical envelope" and "financial envelope".

8.1. Technical envelope

- (a) Statement of compliance with the tender documents annex duly filled and signed (Annex 1);
- (b) A description of the tender submitted. In case of joint tender or subcontracting, the tenderer will explain in detail its tender including detailing the tasks which will be performed by each member of a joint tender and each subcontractor whose share of the contract is higher than 30% (Annex 2);
- (c) Award criteria n° 1: organisation of the services (Annex 3);
- (d) Award criteria n°2: quality control measures (Annex 4);

8.2. Financial envelope

- (e) the duly completed and signed price schedule (Annex A);
- (f) the duly completed and signed price scenario (Annex B).



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ANNEX 1 – TECHNICAL TENDER

Statement of compliance with the tender documents

I, , the undersigned, being the authorised legal representative of*[to be completed with the name of the tenderer; for joint tenders, this must include all members]*, hereby declare that we have examined and accept without reserve or restriction all the terms and conditions set out in the invitation to tender, in the tender specifications and in the draft contract for the tender procedure referred to above and, where appropriate, waive the tenderer's own general or specific terms and conditions. We offer to provide the services on the basis of our technical tender and our financial tender which do not diverge in any way from the requirements described in the tender documents as drafted by the contracting authority. Our tender complies with all the technical requirements indicated in the tender specifications.

We also undertake to respect these requirements scrupulously during the performance of the contract in case we become the awardee of the contract.

Name of the legal representative of the tenderer:

Signature:

Date:



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ANNEX 2 – TECHNICAL TENDER

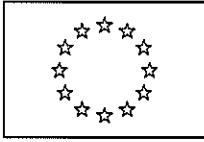
A description of the tender submitted. In case of joint tender or subcontracting, the tenderer will explain in detail their tender including detailing the tasks which will be performed by each member of a joint tender and each subcontractor whose share of the contract is higher than 30% .



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ANNEX 3 – TECHNICAL TENDER
Award criteria n° 1: Organisation of the services



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ANNEX 4 – TECHNICAL TENDER

Award criteria n°2: Quality control measures



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ANNEX A – FINANCIAL TENDER

Price schedule in PGK

	Total price in PGK
A) Price per hour for uninterrupted services during standard working hours 8.30 to 12.30:	
B) Price per hour for remote assistance provided outside standard working hours:	
C) Price per hour for onsite services delivered outside standard working hours:	

The Quotation Price shall be exclusive of GST and be determined by the tenderer taking into account all aspects of the Terms of Reference (Annex I).

When filling in this table, tenderers shall fill in the unit prices for each item and will not modify, add or subtract any item. Failing this, their tender will be eliminated.

Name of tenderer:

Name of the legal representative of the tenderer:

Date:

Signature:

Name of tenderer (to be filled in case of a joint tender):

Name of the legal representative of the tenderer:

Date:

Signature:



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ANNEX B – FINANCIAL TENDER

Price scenario over the duration of the contract in PGK

Item	Description	Type of unit	Estimated number of units over the maximum duration of the contract	Unit price in PGK	Total price in PGK
1	2	3	4	5	6 = 4 x 5
A	Price per hour for uninterrupted services during standard working hours 8.30 to 12.30:	Per month	12 x 4 = 48		
B	Price per hour for remote assistance provided outside standard working hours:	Per hour	40 x 4 = 160		
C	Price per hour for onsite services delivered outside standard working hours:	Per hour	20 x 4 = 80		
TOTAL					

When filling in this table, tenderers shall fill in in column 5 the unit prices, exclusive of GST. Tenderers will carefully calculate the total in column 6. They will do so for each item, they will not add, suppress or modify any item. Failing this, their tender will be eliminated.

Name of tenderer:

Name of the legal representative of the tenderer:

Date:

Signature:

Name of tenderer (to be filled in case of a joint tender):

Name of the legal representative of the tenderer:

Date:

Signature:



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ANNEX C – TENDERER INFORMATION

The tenderer's business name	
Address	
Post Code	
Tel	
Fax	
Email	
Web Site (if applicable)	
Legal Status	
Names and positions of the person legally authorised to sign the contract	
Contact person for this tender (Name, Function)	



ANNEX D – DECLARATION ON HONOUR ON EXCLUSION CRITERIA AND SELECTION CRITERIA

Comments [in grey italics in square brackets] are to be deleted and/or replaced by appropriate data.

The undersigned [_____ *insert name of the signatory of this form*], representing:

<i>(only for natural persons)</i> himself or herself	<i>(only for legal persons)</i> the following legal person:
ID or passport number:	Full official name: Official legal form: Statutory registration number: Full official address: VAT registration number:

➤ declares whether the person mentioned in the box above is in one of the following situations or not:		
SITUATION OF EXCLUSION CONCERNING THE PERSON	YES	NO
a) it is bankrupt, subject to insolvency or winding up procedures, its assets are being administered by a liquidator or by a court, it is in an arrangement with creditors, its business activities are suspended or it is in any analogous situation arising from a similar procedure provided for under national legislation or regulations;	<input type="checkbox"/>	<input type="checkbox"/>
b) it has been established by a final judgement or a final administrative decision that the person is in breach of its obligations relating to the payment of taxes or social security contributions in accordance with the law of the country in which it is established, with those of the country in which the contracting authority is located or those of the country of the performance of the contract;	<input type="checkbox"/>	<input type="checkbox"/>
c) it has been established by a final judgement or a final administrative decision that the person is guilty of grave professional misconduct by having violated applicable laws or regulations or ethical standards of the profession to which the person belongs, or by having engaged in any wrongful conduct which has an impact on its professional credibility where such conduct denotes wrongful intent or gross negligence, including, in particular, any of the following:		
(i) fraudulently or negligently misrepresenting information required for the verification of the absence of grounds for exclusion or the fulfilment of selection criteria or in the performance of a contract;	<input type="checkbox"/>	<input type="checkbox"/>
(ii) entering into agreement with other persons with the aim of distorting competition;	<input type="checkbox"/>	<input type="checkbox"/>



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(iii) violating intellectual property rights;	<input type="checkbox"/>	<input type="checkbox"/>
(iv) attempting to influence the decision-making process of the contracting authority during the award procedure;	<input type="checkbox"/>	<input type="checkbox"/>
(v) attempting to obtain confidential information that may confer upon it undue advantages in the award procedure;	<input type="checkbox"/>	<input type="checkbox"/>
d) it has been established by a final judgement that the person is guilty of any of the following:		
(i) fraud, within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests, drawn up by the Council Act of 26 July 1995;	<input type="checkbox"/>	<input type="checkbox"/>
(ii) corruption, as defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of EU Member States, drawn up by the Council Act of 26 May 1997, and in Article 2(1) of Council Framework Decision 2003/568/JHA, as well as corruption as defined in the legal provisions of the country where the contracting authority is located, the country in which the person is established or the country of the performance of the contract;	<input type="checkbox"/>	<input type="checkbox"/>
(iii) participation in a criminal organisation, as defined in Article 2 of Council Framework Decision 2008/841/JHA;	<input type="checkbox"/>	<input type="checkbox"/>
iv) money laundering or terrorist financing, as defined in Article 1 of Directive 2005/60/EC of the European Parliament and of the Council;	<input type="checkbox"/>	<input type="checkbox"/>
(v) terrorist-related offences or offences linked to terrorist activities, as defined in Articles 1 and 3 of Council Framework Decision 2002/475/JHA, respectively, or inciting, aiding, abetting or attempting to commit such offences, as referred to in Article 4 of that Decision;	<input type="checkbox"/>	<input type="checkbox"/>
(vi) child labour or other forms of trafficking in human beings as defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council;	<input type="checkbox"/>	<input type="checkbox"/>
e) the person has shown significant deficiencies in complying with the main obligations in the performance of a contract financed by the Union's budget, which has led to its early termination or to the application of liquidated damages or other contractual penalties, or which has been discovered following checks, audits or investigations by an Authorising Officer, OLAF or the Court of Auditors;	<input type="checkbox"/>	<input type="checkbox"/>
f) it has been established by a final judgment or final administrative decision that the person has committed an irregularity within the meaning of Article 1(2) of Council Regulation (EC, Euratom) No 2988/95;	<input type="checkbox"/>	<input type="checkbox"/>
g) for the situations of grave professional misconduct, fraud, corruption, other criminal offences, significant deficiencies in the performance of the contract or irregularity, the applicant is subject to:	<input type="checkbox"/>	<input type="checkbox"/>
i. facts established in the context of audits or investigations carried out by the Court of Auditors, OLAF or internal audit, or any other check, audit or control performed under the responsibility of an authorising officer of an EU		



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<p>institution, of a European office or of an EU agency or body;</p> <p>ii.non-final administrative decisions which may include disciplinary measures taken by the competent supervisory body responsible for the verification of the application of standards of professional ethics;</p> <p>iii.decisions of the ECB, the EIB, the European Investment Fund or international organisations;</p> <p>iv.decisions of the Commission relating to the infringement of the Union's competition rules or of a national competent authority relating to the infringement of Union or national competition law; or</p> <p>v.decisions of exclusion by an authorising officer of an EU institution, of a European office or of an EU agency or body.</p>		
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[Only for legal persons other than Member States and local authorities, otherwise delete this table]

➤ declares whether a natural person who is a member of the administrative, management or supervisory body of the above-mentioned legal person, or who has powers of representation, decision or control with regard to the above-mentioned legal person (this covers the company directors, members of the management or supervisory bodies, and cases where one natural person holds a majority of shares) is in one of the following situations or not:

SITUATIONS OF EXCLUSION CONCERNING NATURAL PERSONS WITH POWER OF REPRESENTATION, DECISION-MAKING OR CONTROL OVER THE LEGAL PERSON	YES	NO
Situation (c) above (grave professional misconduct)	<input type="checkbox"/>	<input type="checkbox"/>
Situation (d) above (fraud, corruption or other criminal offence)	<input type="checkbox"/>	<input type="checkbox"/>
Situation (e) above (significant deficiencies in performance of a contract)	<input type="checkbox"/>	<input type="checkbox"/>
Situation (f) above (irregularity)	<input type="checkbox"/>	<input type="checkbox"/>

➤ declares whether a natural or legal person that assumes unlimited liability for the debts of the above-mentioned legal person is in one of the following situations or not:

SITUATIONS OF EXCLUSION CONCERNING NATURAL OR LEGAL PERSONS ASSUMING UNLIMITED LIABILITY FOR THE DEBTS OF THE LEGAL PERSON	YES	NO	N/A
Situation (a) above (bankruptcy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Situation (b) above (breach in payment of taxes or social security contributions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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<p>➤ declares whether the person mentioned in the first box on page 1 is in one of the following situations or not:</p>		
<p> GROUNDS FOR REJECTION FROM THIS PROCEDURE</p>	<p> YES</p>	<p> NO</p>
<p>h) has not distorted competition by being previously involved in the preparation of procurement documents for this procurement procedure;</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>i) has provided accurate, sincere and complete information to the contracting authority within the context of this procurement procedure;</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>➤ acknowledges that the above-mentioned person may be subject to rejection from this procedure and to administrative sanctions (exclusion or financial penalty) if any of the declarations or information provided as a condition for participating in this procedure prove to be false.</p>		

REMEDIAL MEASURES

If the person declares one of the situations of exclusion listed above, it should indicate the measures it has taken to remedy the exclusion situation, thus demonstrating its reliability. They may include e.g. technical, organisational and personnel measures to prevent further occurrence, compensation of damage or payment of fines. The relevant documentary evidence which appropriately illustrates the remedial measures taken should be provided in annex to this declaration. This does not apply for the situations referred in point (d) of this declaration.

EVIDENCE UPON REQUEST

Upon request and within the time limit set by the contracting authority the person shall provide information on the persons that are members of the administrative, management or supervisory body, as well as the following evidence concerning the person or the natural or legal persons which assume unlimited liability for the debt of the person:

For situations described in (a), (c), (d) or (f), production of a recent extract from the judicial record is required or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of establishment of the person showing that those requirements are satisfied.

For the situation described in point (a) or (b), production of recent certificates 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 person is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions. Where any document described above is not issued in the country concerned, it may be replaced by a sworn statement made before a judicial authority or notary or, failing that, a solemn statement made before an administrative authority or a qualified professional body in its country of establishment.

If the person already submitted such evidence for the purpose of another procedure, its issuing date does not exceed one year and it is still valid, the person shall declare on its honour that the documentary evidence has already been provided and confirm that no changes have occurred in its situation.



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<p>➤ declares whether the person mentioned in the first box on page 1 complies with the selection criteria as provided in the tender specifications:</p>		
SELECTION CRITERIA	YES	NO
(a) It has the legal and regulatory capacity to pursue the professional activity needed for performing the contract as required in section 5.3.1 of the tender specifications;	<input type="checkbox"/>	<input type="checkbox"/>
(b) It fulfills the applicable economic and financial criteria indicated in section 5.3.2 of the tender specifications;	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(c) It fulfills the applicable technical and professional criteria indicated in section 5.3.3 of the tender specifications.	<input type="checkbox"/>	<input type="checkbox"/>
➤ declares that the person mentioned in the first box on page 1 will be able to provide the necessary supporting documents listed in the relevant sections of the tender specifications and which are not available electronically upon request and without delay.		

Full name

Date

Signature



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ANNEX II – DRAFT CONTRACT