

Annex II: Tender Specification

Call for tender n° EEAS-ADMIN-DELERI- ERI 15/2017

Supply of Internet connection

1. Introduction

The European External Action Service (EEAS) represented by the Head of the Delegation to the State of Eritrea plans to conclude a contract for the supply of a standalone Internet connection (separate from Delegation LAN), in accordance with the specifications set out below and the purchase order in annex.

When drawing up their tenders, tenderers shall take into account the provisions in these tender specifications, in the letter of invitation to tender as well as in the purchase order, which specify the rights and obligations of the contractor, particularly those on payments, performance of the contract, confidentiality, checks and audits.

The model contract that will be used for this contract is attached to the letter of invitation to tender in Annex V. These tender specifications and the tender submitted by the awardee of the contract will be annexed to the contract and therefore be binding on the contracting parties during the implementation of the contract.

2. Subject of the tender

The purpose of this tender is to sign a supply contract with the successful candidate to provide Internet connection to the Delegation and Residence.

3. Technical specifications

The EU Delegation internet connection will be used by all the staff members (around 30 people) and guests. At any given time, the number of users is not expected to be above 30. But it should be noted that one user might use more than one device at a time (phone, tablet and laptop)

The Residence internet connection will be used by the Head of Delegation and his/her guests.

The minimum technical specifications for the Service shall be as follows:

Location	Type	No.	Description
EU Delegation	Speed	1	Download speed of 1.5 Mbps
		2	Upload speed of 512 kbps
		3	Maximum shared access ratio of 4:1
Residence	Speed	1	Download speed of 512 kbps
		2	Upload speed of 256 kbps
		3	Maximum shared access ratio of 4:1

Tenderers are also required to present:

- a) Minimum Guaranteed Download speed
- b) Min. Guaranteed Upload speed
- c) Freely available Add-ons and special features
- d) Customer support options (how easy and how fast it is to get help)
- e) What equipment are needed (brand model, warranty, cost, etc...)
- e) Any other point tenderers deem important

4. Submission of tenders

Tenders from tenderers must include the following:

- Provide descriptions of the proposed option:
- The offer must be structured and meet the minimum specifications required.
- Catalogue offers will be accepted
- Bidders may offer several options provided they meet the minimum specifications of the contract
- Bidders who fail to meet the minimum specification will be eliminated
- If more than one option is proposed, tenderers are invited to provide individual financial details of each option.
- The financial offers are final. No changes will be permitted.
- The final offer must be in EURO and must include
 - o Preparation
 - o Delivery charges
 - o Manual and service book
 - o All other expense

The financial offer must exclude any taxes, customs cost and VAT.

5. Place and time of delivery

Delivery will be at the Delegation of the European Union to the State of Eritrea and Residence. For the avoidance of doubt the supplier shall be responsible for any customs clearance, duties and taxes as required. A list of valid clearing agents can be delivered upon request. It must be noted that the Delegation of the European Union is exempt from customs duties and VAT pursuant to the Vienna Convention on Diplomatic Relations. The service must be delivered within three (3) months of the effective date of the contract.

6. Maintenance

The tenderer shall be responsible for the maintenance of the systems after the expiring of the warranty period. In the tender submission, the tenderer shall include a maintenance agreement

for the subsequent maintenance of the system for at least three years (prompt On-site support).

Please indicate the standard warranty period in calendar months and response time.

The tenderer shall submit a checklist on the activities to be carried out for the system regular maintenance (prompt On-site support).

The tenderer shall provide evidence and undertake that on-call service is available to attend to system failures.

All equipment must be brand new (no existing equipment should be used) and every equipment model, brand, etc... must be specified.

- Note that HW equipment must have as a minimum of one year vendor warranty; if during this period any of the equipment is damaged or doesn't perform normally must be repaired without any cost for the Delegation.
- If any of critical equipment is damaged or doesn't perform normally must be replaced for the same or similar one until the broken will be repaired and bring it back to the Delegation without any cost for the Delegation.

Tenderer should also provide all the necessary information in order to have access to the equipment to check parameters, configuration, software installed, etc...

7. Payment and standard contract

7.1 Payments

Payment will be made by transfer to the Contractor's bank account, no later than 30 days after receipt of the invoice with supporting documentation and approval by the contracting authority.

7.2 Contract Type

The model of the order that will be used for this contract is attached in Annex V to the letter of invitation to tender

8. Requirements for award

8.1 Market access

Participation in this tender is open to all natural and legal persons who are official Internet Suppliers and are established in European Union or in the State of Eritrea and neighbouring countries.

Tenderers must submit evidence of registration in the commercial register.

8.2 Exclusion criteria

Candidates and tenderers shall provide a declaration on honour, available at the following address:

http://eeas.europa.eu/delegations/eritrea/grants_tenders/tenders/index_en.htm and Annex IV, duly completed, signed and dated, stating that they are not in one of the situations referred to in Articles 106 and 107 of the Financial Regulation.

8.3 Selection Criteria

Only bids from bidders that have provided the documents referred to in items 8.1 and 8.2 will be pre-selected and evaluated according to the criteria below.

8.3.1 Technical capacity

Technical capacity will be assessed against their experience, technical ability and reliability.

The minimum specifications for the technical capacity are:

- a) All candidates must demonstrate their ability to provide services throughout the service period and after its expiry.
- b) All candidates must provide a list of customers in the fields related to this contract in the past two years, particularly services provided to international or multinational companies, diplomatic missions or representations of organizations International.

Failure to comply with these minimum specifications will lead to elimination of bidders.

8.3.2 Contract award criteria

The contract (s) will be awarded to the most advantageous offer.

The specific award criteria are listed below:

The evaluation committee analyses each offer by awarding points based on the following criteria in assessing the elements mentioned in the following table.

Criteria	Maximum of points	Elements of the quantitative evaluation / qualitative comparison among evaluate offers received
Speed	50	– Download speed – Upload speed – Minimum Guaranteed Download speed – Minimum Guaranteed Upload speed – Shared access ratio (maximum 10 points by dash)
Add-ons and Special features	25	– Variety and usefulness of freely available Add-ons and Special

		features
Customer Support	25	– how easy and how fast it is to get help

Any bid not meeting the minimum technical quality threshold of 50% for each criterion and 60% for all the criteria will be eliminated.

1. Calculating the technical note

The technical score of each bid (T_i) is calculated as follows

$$T_i = \frac{\text{Mark tender}}{\text{Mark best technical tender}} \times 100$$

The best technical offer will therefore be assigned a score of 100.

2. Evaluation of the financial offer

The financial bids will be compared on the basis of the total price of each offer.

Only financial offers of bidders who have obtained a higher total technical score or equal to 50 points for each criterion and at least 60% of the maximum note provided will be opened by the opening committee.

There will be an arithmetic checking and, if appropriate, necessary corrections.

2.1. Calculating the financial score

The financial score of each bid (F_i) is calculated as follows:

$$F_i = \frac{\text{best bid price (lowest price)}}{\text{price tender } x} \times 100$$

The best financial offer will therefore be assigned a score of 100.

3. Calculation of the total score

The successful tender will be one among the bids, which will be the economically most advantageous – the one with the best total score – i.e. the offer that has gathered the best overall score calculated P_i as in:

$$P_i = 0,60 \times T_i + 0,40 \times F_i$$

Where:

P_i is the overall score obtained by the bid in question (100)

T_i is the number of points (between 0 and 100) obtained during the technical evaluation

F_i is the number of points (between 0 and 100) obtained during the financial evaluation

9. Content and presentation of offer

- Technical offer:
Bidders must submit the following supporting documents for their "TECHNICAL OFFER":
 - a) The tender submission form (Annex I of the letter of invitation to tender)
 - b) The Declaration on honor (Annex IV of the letter of invitation to tender)
 - c) The list of clients in the fields related to this contract (see 8.3.1);
 - d) The full compatibility matrix (Annex III);
 - e) The technical specifications of the proposed option for this market.

The offer must be structured and meet the minimum specifications required.

- Financial offer
Bidders must submit their financial offer putting in mind:
 - a) Tenderers must provide unit prices and the total price of their offer.
 - b) The financial offers are final and no changes will be permitted.
 - c) The financial bid must be expressed in EURO. The financial offer must exclude any taxes, customs costs and VAT.
 - d) Fill and submit Financial Identification Form (Appendix VI)

10 Other information

Failure to comply with the above rules will result in the elimination of the offer.
No additional invoice under this contract will be accepted