

ANNEX I

Provision of Internet connectivity, fixed and mobile telephony services for the Agency for the Cooperation of Energy Regulators

Service Contract

TENDER SPECIFICATIONS

OPEN CALL FOR TENDERS

ACER/OP/ADMIN/16/2012

Table of Contents

1.	Title of the invitation to tender	3
2.	Background information	3
3.	Objective of the contract	4
3.1.	Services to be rendered	4
3.1.1.	Lot 1 - Fixed telephony and Internet connectivity services	4
3.1.1.4.	Migration of services	9
3.1.2.	Lot 2: Mobile telephony and data services	10
3.1.2.1.	Mobile voice services	11
3.1.2.2.	Push e-mail services	11
3.1.2.3.	Mobile data service	12
3.1.2.4.	Equipment: SIM cards, GSM phones, accessories	12
3.1.2.5.	Traffic zones (mobile voice and mobile data)	14
3.1.2.6.	Service Level Agreement (SLA)	15
4.	Participation in the call for tender	17
5.	Variants	17
6.	Size of the contracts	17
7.	Documents available to the tenderer	18
8.	Contractual framework	18
8.1.	Type of contract	18
8.2.	Subcontracting	18
9.	Contractors' obligations	18
10.	Language	19
11.	Payment methods	19
12.	Prices	19
13.	Submission of offers	20
14.	Technical tender	20
14.1.	Technical tender for LOT 1	21
14.2.	Technical tender for LOT 2	21
15.	Exclusion criteria	22
16.	Selection criteria	24
16.1.	Professional capacity	25
16.2.	Financial and economic capacity (for natural and legal persons)	25
16.3.	Technical capacity	25
16.3.1.	Technical capacity for Lot 1	25
16.3.2.	Technical capacity for Lot 2	26
17.	Award criteria	27
17.1.	Technical quality	27
17.1.1.	Technical quality for LOT 1	27
17.1.2.	Technical quality for LOT 2	28
17.2.	Price	29
17.3.	Final evaluation	29
17.3.1.	Final evaluation for LOT 1	29
17.3.2.	Final evaluation for LOT 2	29

1. Title of the invitation to tender

Provision of Internet connectivity, fixed and mobile telephony services for the Agency for the Cooperation of Energy Regulators, tender no. ACER/OP/ADMIN/16/2012.

This tender is divided into two (2) lots:

Lot 1: Fixed telephony and Internet connectivity services

Lot 2: Mobile telephony and data services

Tenderers may submit offers for one or both lots. Tenderers wishing to apply for more than one lot must submit a separate offer for each lot.

2. Background information

The Agency for the Cooperation of Energy Regulators (the “Agency”) is a European Union body, established in 2010 by Regulation (EC) No 713/2009¹ and is central to the liberalisation of the EU's electricity and natural gas markets. The Agency is based in Ljubljana, Slovenia.

The Agency works towards a competitive, sustainable, secure and transparent Internal Energy Market for the benefit of all consumers in the European Union (EU). Its overall mission is to assist national energy regulatory authorities (NRAs) to perform their duties at the EU level and to coordinate their actions whenever necessary. The Agency thus cooperates closely with NRAs, but also with EU institutions, European associations of stakeholders and market participants, especially the European Networks of Transmission System Operators (ENTSOs), to deliver a series of instruments for the completion of a single EU energy market.

The main areas on which the Agency's activities focus are:

- supporting European market integration: this is mainly done through the development of common network and market rules as well as through the coordination of regional initiatives which are concrete efforts from market participants to work towards greater integration;
- advising the EU institutions on trans-European Energy infrastructure issues: the Agency issues opinions on ten-year network development plans with a view to making sure that these are in line with priorities set at EU level;
- energy market monitoring: the Agency has a general mission in terms of market monitoring at the EU level and has, since the end of 2011, a very specific responsibility when it comes to oversight of wholesale energy trading. More specifically, on 28 December 2011, the Regulation (EU) No 1227/2011² of the European Parliament and the Council on wholesale energy market integrity and transparency (hereafter: REMIT) entered into force.

The Agency has currently in place a contract for the provision of Internet connectivity and fixed telephony services and a contract for the provision of mobile telephony and data services.

¹ Regulation (EC) No 713/2009 of the European Parliament and of the Council of 13 July 2009 establishing an Agency for the Cooperation of Energy Regulators, OJ L 211, 14.8.2009, p. 1

² Regulation (EU) No 1227/2011 of the European Parliament and the Council on wholesale energy market integrity and transparency, OJ L 326, 08.12.2011, p.1

The Agency is, at present, located at Trg republike 3, Ljubljana, Slovenia. The Agency's offices are located on the 1st and 2nd floor of the main building, but might expand to other floors and/or parts of the building since the operational needs for telecommunications are constantly increasing.

3. Objective of the contract

The objective of this call for tender is to support the activities and the operations of the Agency with the provision of high quality, always-on, worldwide available and cost effective telecommunication services.

3.1. Services to be rendered

3.1.1. Lot 1 - Fixed telephony and Internet connectivity services

The premises are already provided with horizontal cabling which are able to connect the Data Centres, where the distributions are located, with the Agency's offices.

More detailed information about the Agency's interconnection and cabling for data and telephony can be provided upon request by the tenderers.

3.1.1.1. Fixed telephony

The fixed telephony connectivity includes:

- VoIP lines and
- analogue lines.

Both services, analogue and VoIP, shall allow full national and international dialling with a possibility to block access to premium rate numbers on these lines.

The Agency's services should not be disrupted by changing numbers. The Agency therefore needs to retain its current numbers and numbering independent of the selected Contractor (utilising fixed or number portability). The Agency is currently using one block of 65 VoIP numbers with the pre-fix "+386 (0)8" and 6 analogue lines with the prefix "+386 (0)1

The Agency does not have its own VoIP PABX.

3.1.1.1.1. VoIP connectivity

The tenderers shall offer one block of 80 numbers/lines to be attributed to the PABX which shall include the Agency's already existing telephone numbers (65 in total). The tenderers shall ensure business continuity of the already activated telephone numbers and a transparent transition for both external and internal users.

During the implementation of the Contract, tenderers shall be able to provide up to 60 additional consecutive numbers and the corresponding phone devices with the aim to cover possible future needs of the Agency.

The tenderer shall provide:

- a complete phone system (VoIP PABX) which shall be able to serve from 80 up to 140 VoIP phones which should work connected to PoE (Power over Ethernet) switches;
- 4 PoE network switches to give the possibility to install 20 phones per each switch. During the implementation of the contract, the Contractor shall be able to provide additional PoE network switches (up to 4) in order to cover possible future needs of the Agency;
- 80 VoIP phone devices (77 desk devices and 3 VoIP conference phones which features are described below) to be connected to the 80 numbers mentioned above;

The Contractor shall provide collateral services such as DHCP server and a configuration provisioning system with the aim to fully automate and centralise the installation and configuration of the phone devices.

VoIP phones shall have basic functionalities such as DDI, CLIP, the possibility of putting callers on hold, internal transfers between the extensions, divide users by groups, pick-up the call if a user in the same group is out of office, answering machine that could play pre-recorded message in case of absence, record caller's message, etc. In addition, the tenderer shall include the following details of added value services, but not limited to: possibility to distinguish between private and business calls by adding specific digit in front of dialled number, etc.

The Agency shall need three (3) VoIP conference phones; to be installed in the Agency's meeting rooms. The conference phones should ensure a microphone pickup range of at least 5 meters in a range of 360 degrees and provide an acceptable sound level to a listener, and shall include an additional external microphone to eventually increase the range of activity for bigger meeting rooms. The VoIP conference phones shall use PoE connections to minimize the use of power cables and shall support remote configuration provisioning with the aim to allow the Agency's staff to easily relocate them through the meeting rooms. The

The PABX can be installed in the Agency's premises or hosted in a Contractor's location. If latter, the Contractor shall sign a confidentiality agreement to ensure the confidentiality of the Agency's communications. This solution shall be able to provide detailed call records. The solution must give the Agency the possibility to print/download reports that include related costs per day to enable allocation of costs to different users. The Contractor shall provide services/applications for service monitoring and reporting tools.

The tenderer shall include in its offer a proposal for the provision of the services and rented equipment described above.

The IP Line which will be used by the fixed telephony VoIP system must be logically and/or physically separated by the line requested for the Internet connectivity.

The tenderer must ensure that in case the Internet connectivity is unavailable (as described under point 3.1.1.2.); fixed telephony shall continue to work properly.

The Internet connectivity line can eventually be used as a temporary backup for no more than 24 hours. Tenderers are encouraged to have in place an automatic switching mechanism in order to accomplish this.

The tenderer must declare which audio codecs will be used for VoIP fixed telephony. These protocols should provide an effective use of the bandwidth without imposing a loss in audio quality.

3.1.1.1.2. Analogue connections

The tenderers shall offer 10 analogue lines (copper pairs) and 8 corresponding analogue phone devices. This is to enable a bypass of the PABX. The 10 analogue numbers shall include the Agency's already existing analogue line telephone numbers (6 in total). The tenderers shall ensure business continuity of the already activated telephone numbers and a transparent transition for both external and internal users.

During the implementation of the Contract, tenderers shall be able to provide up to 5 additional numbers and the corresponding phone devices with the aim to cover possible future needs of the Agency.

3.1.1.2. Internet Connectivity

The Agency requires low-latency Internet access for the following purposes:

- To allow users on the LAN to access the internet for Web browsing;
- To allow sending and receiving of e-mails via SMTP;
- To allow public to access the internet site and other internet based information services;
- To deploy VPNs to allow connections with remote locations.

Due to the nature of these services, 24x7 availability is crucial.

The tenderer is requested to provide a full open Internet access with no filtering/QoS of any kind. **Services such as DNS and store-and-forward mail shall form a part of the offer.** The tender shall include backup line.

The tenderers are should include details of a proposed Service Level Agreement (SLA). The tenderer can propose added values like, but not limited to, service monitoring and reporting tools.

– Bandwidth

Main Internet Line: Fibre optic connection with a speed of **minimum 50 Mbps in upload and minimum 50 Mbps in download**, seamlessly upgraded to a higher speed if required.

- **Addressing**

The tenderer shall allocate a public IP address range in order to facilitate autonomous routing. A **minimum of additional 16 IP addresses** are required by the Agency. The Agency already has 16 IP addresses assigned by the Slovenian branch of RIPE which the Contractor shall retain for continuity reasons, to assure a safe transition of services also after the conclusion of the contract with the selected Contractor.

- **Backbone**

The tenderer shall include details of their backbone topology and peering points with the rest of the Internet.

- **Local Loop**

The Contractor shall be responsible for the delivery of the Local Loop. The cost related to this shall be included in the financial offer of the tenderer and shall not be indicated separately.

The tenderer shall provide information on network latency to main European hubs as well as information concerning packet loss within its network.

- **Backup Internet connection**

Copper connection shall have a speed of **minimum 10 Mbps in upload and minimum 10 Mbps in download**.

- **Business continuity**

In order to comply with the Agency's business continuity standards, the tenderers shall provide the above mentioned back-up Internet connection based on a different, redundant hierarchical network topology or a different provider. Tenderers shall provide evidence of their capacity to ensure that in case of a fault in the primary Internet connection a back-up Internet connection will continue to work. Tenderers shall also describe how an automatic and seamless switch to the back-up connection will be implemented in case of unavailability of the primary connection.

3.1.1.3. Service Level Agreement (SLA)

A Service Level Agreement (SLA) shall form a part of the Contract. The tenderer shall include in their offer a draft SLA which shall include at least the following:

- Roles and responsibilities:

It shall include contact persons of the Contractor and the Agency, clearly identified with their names, e-mail addresses, and telephone numbers. The selected Contractor shall provide at least one contact person as the account and service manager, who shall act as an interface for all contractual, technical and operational matters.

The Agency shall provide at least one contact person as the administrative and service manager, who will be the interface for all technical and operational matters.

- Helpdesk services which shall have the following characteristics:
 - 24h/7 availability of a dedicated telephone customer service accessible from all over the world which shall be able to communicate in English language,
 - Helpdesk support to be provided during office working hours from 9h00 to 17h00.
 - The support for the equipment managed exclusively via the Helpdesk.
 - Maintenance/repair/replacement service which must be available during normal working days for the hardware/devices supplied by the Contractor.

- Service availability and metrics

All the service properties concerned by this SLA refer to the availability of the network in terms of voice and data services.

The Voice Service availability shall be defined by indicators that take into account all network infrastructure elements that intervene in the establishment of a qualitatively good outgoing and/or incoming voice call on the tenderer's network.

The Agency is expecting to receive telephony and internet services at a minimum of 99.85% each month (target value: less than 1 hours network down-time per month = maximum 1 hours network down-time allowed).

- Quality of the billing and invoicing

This aspect shall measure the quality of billing and the frequency and timeliness of the invoicing. Invoices shall be delivered by regular post and via e-mail or via website download on a monthly basis.

The Billing report shall contain all the details of the consumption with clear indication of the item and the price of the unit or the rating unit. Voice and data costs shall be clearly indicated in a separate section of the invoice.

In case of unclear invoices or billing errors or disputes on the billing items, the payment process will be suspended until all the errors or the controversy will be clarified.

- Interruption of the service (non-compliance)

In case of a non-compliance with any of the target values set out in the SLA attributable to the Contractor, the Agency may request the Contractor to reduce the related monthly fee or, as appropriate, the amount due for the service concerned, indicated in the related monthly invoice, proportional to the number of days on which the non-compliance occurred during that month.

- Force majeure:

Whenever a service interruption cannot be prevented (i.e. by installing redundant

equipment) nor foreseen by any means, this shall be considered as "Force Majeure".

– Planned interventions

Planned interventions are not considered as outages. However, as the term itself implies, they must be planned upfront.

Planned interventions can be requested either by the Agency or by the Contractor, and must strictly respect the following limitations:

- a request must be submitted to the Agency and all parties must be notified at least 2 weeks in advance,
- planned interventions which cause "NO SERVICE" must never take place during office working hours (09h00- 17h00).

– Validity and review process

The SLA shall enter into force upon the signature of the contract. The SLA shall remain valid until superseded by a revised SLA mutually agreed by both parties in the event of a periodical review of the contract conditions.

A modification of the SLA may take place for the following reasons:

- to keep it up to date with respect to the regulatory matters (e.g. new definitions or regulations published by the official regulatory bodies);
- to adjust target values or penalties which would have turned out to be inadequate or unsatisfactory.

3.1.1.4. Migration of services

The Agency has currently in place a contract for the provision of Internet connectivity and fixed telephony services. To ensure the seamless migration of these services from the current provider to the selected Contractor shall provide for the running-in and running-out phases of the contract which shall not cause any disruption of the telephony and internet services for the Agency during the migrations.

The tender shall include detailed migration plans for both the running-in and running-out phases of the Contract. In particular, tenderers must ensure the following:

- for the running-in phase:
 - an effective and smooth migration of all the settings installed by the current Contractor (i.e. connectivity, numbering) to the selected Contractor
 - a seamless portability/migration of the current numbering.
- for the running-out phase:
 - an effective and smooth migration of all the settings installed during the implementation of the Contract (i.e. connectivity, numbering, etc.) to an eventual new Contractor.

Any costs related to the migration shall be borne exclusively by the selected Contractor and shall not represent any additional cost to the Agency.

In addition, during the implementation of the Contract, the Agency foresees a possible relocation from its current premises. In this event the contractor shall provide the relocation of all existing fixed telephony and internet infrastructure, so that the related services are seamlessly migrated to the possible new premises. Tenderers must describe in their offer any action to drastically reduce downtime in the case of this removal. The new premises shall be located in Ljubljana, within the Ljubljana ring road. The selected Contractor shall be informed at least a 3 months in advance of the new location of the premises and the exact date of the move.

3.1.2. Lot 2: Mobile telephony and data services

The Agency's staff members who go abroad on missions (mainly in Europe) need to stay in regular contact with the Agency's headquarters in Ljubljana, Slovenia and stakeholders and/or colleagues abroad by means of mobile voice and data communication solutions (GSM/3G mobile voice and data services). Mobile network coverage and roaming service availability with aspects like control and cost effectiveness are a key factor for the quality of the services to be provided.

Roaming costs are estimated to be a significant part of the budget allocated for this tender, therefore the Agency expects from operators participating in this tender to provide solutions for reducing these costs (such as special discount prices, collaboration with other partner networks in other countries for receiving reduced roaming costs or flat rate calls, special tariff plans, flat rate packages for a certain number of minutes or unlimited for all the Agency's SIMs or for a number of them, etc.). The tenderers shall submit a list of countries including the service providers for each country with which roaming agreements for both voice and data services are in place.

Within this scope of the services, the Agency shall conclude a contract for the provision of the following services:

- Retain the current 14 mobile numbers the Agency is using currently. The mobile numbers in use have either a prefix "+386 (0)31" or "+386 (0)41".
- Supply 9 micro SIMs cards for the existing Agency's Smart Phones (iPhone v. 4.0).
- Supply 3 regular SIM cards for the existing Agency's mobile phones.
- Possibility to supply up to 10 voice centric GSM phones/smartphones, including SIMs and related "standard" accessories (headsets, USB connection cable, installation software, charger,).
- Possibility to supply up to 3 3G data connection devices (USB), including SIMs.
- Handling and associated services for the SIM cards and equipment

- Mobile voice services.
- Mobile data services (to be used either through direct mobile phone 3G connection or via a PC laptop connected to a 3G data modem or via a PC laptop connected to a mobile phone acting as a 3G modem).
- Running-out phase ensuring the seamless migration of all settings (numbering, software, hardware etc.) installed during the implementation of the Contract. The migration shall not result in any additional cost for the Agency.
- The tender shall also include details of proposed added value services, but not limited to, possibility to distinguish between private and business calls by adding specific digit in front of dialled number, etc.

The tenderer shall provide the following service:

3.1.2.1. Mobile voice services

Traffic description:

- National traffic (Slovenia):
 - Mobile-to-fixed calls originating from the Agency's GSM phones to the Slovene fixed numbers,
 - Mobile-to-mobile calls originating from the Agency's GSM phones to any Slovene mobile numbers.
- International traffic (other countries):
 - Mobile-to-fixed calls originating from the Agency's GSM phones to any other country fixed numbers.
 - Mobile-to-mobile calls originating from the Agency's GSM phones to any other country mobile numbers.
- Roaming-in traffic: received calls by the Agency's GSM phones while abroad.
- Roaming-out traffic: originated calls from the Agency's GSM phones while abroad.

3.1.2.2. Push e-mail services

The provision of a push e-mail service shall include real-time access to information held on the Agency's MS Exchange Server 2010 infrastructure (i.e. real-time e-mail, contact synchronization and real-time calendar synchronization, etc.). The Agency's MS Exchange 2010 is based on a back-end/front-end model and an SMTP server is already available (if needed). The internet bandwidth availability can support the new services requirements.

The tender shall include detailed hardware and software solutions. The proposed architecture can be based either on proprietary middleware software or defining specific configuration on the existing architecture.

The proposed technical solution shall have the following minimum requirements:

- Real-time e-mail synchronization (push-based technology preferred);
- Real-time calendar and activities (tasks) synchronization;
- Contacts information synchronization;
- Option for data encryption support;
- Enhanced data compression;
- Viewing HTML message capabilities;
- Viewing attached MS-Office Documents and pdf documents;

Additional requirements:

- Centrally managed device security policies;
- Local and remote (OTA) device wipe;
- Certificate-based authentication support.

3.1.2.3. Mobile data service

3G data connection is increasingly important for the staff members while on mission. Along with the possibility to use their mobile handset to check e-mails and send/receive attachments, the Agency's staff must be able to use 3G data connection with PC laptop using either their handset or a USB 3G data modem.

All data connections should allow **at least** the traffic on the following protocols:

- HTTP/HTTPS
- SMTP
- POP3
- IMAP
- IPSEC
- VoIP

The list of allowed protocols should be open to new additions that could be requested by the Agency during the implementation of the Contract, based on new connectivity needs that the Agency might have.

The tenderers shall specify the allowed and not-allowed protocols.

The tender shall include in their offer a 3G PC-Data connection kit, specifying:

- the type of PC connection (USB 2.0 or USB 3.0);
- the proposed 3G data technology standard (UMTS, HSDPA/HSUPA) with detailed information on its coverage and availability worldwide.

3.1.2.4. Equipment: SIM cards, GSM phones, accessories

The tender shall include the following equipment:

- SIM Cards:
 - 9 micro SIM cards for the Agency's existing Smart Phones (iPhone v. 4.0) with adapters to standard SIM cards with at least 256Kb of local storage capacity,

- 3 regular SIMs for the Agency's existing GSM phones
- GSM phones:

The maximum number of the devices that shall be available to the Agency during the implementation of the contract is ten (10).

Independent from any supply of SIM cards and other services, tenderers shall present in their offer a catalogue of at least six (6) different devices as follows:

- Minimum two (2) standard GSM phones;
- Minimum four (4) smart high-end models of GSM phones for professional use.

Tenderers shall include in their offer a detailed description of each device and present the technical specifications in a matrix format allowing comparison among devices.

The Agency shall be able to choose out of the abovementioned catalogue whichever of the six (6) different devices (including SIM cards and relevant accessories) in order to cover possible future needs of the Agency. The maximum number of the GSM phones that should be available to the Agency during the implementation of the contract is ten (10).

Table 1 - Minimum requirements for GSM devices

Standard Model	High End Model
GSM tri-band 900/1800/1900 MHz; SMS; 2G/3G data connection: GPRS/EDGE/UMTS/ Real-time or near real time E-Mail client (POP3, IMAP,S-IMAP); Wi-Fi 802.11g; Bluetooth; Vibrating alert; Keyboard lock; Protective &carrying pouch; USB Cable support; Headset; Car Kit (optional).	Quad-band GSM 850/900/1800/1900 MHz + WCDMA 2100 MHz; 3G Network: HSDPA 850 / 900 / 1900 / 2100 SMS/MMS; Vibrating alert; Keyboard lock; Protective & carrying pouch; Real-time or near real time E-Mail client (POP3, IMAP,S-IMAP, Microsoft Exchange 2010); HTTP 1.0/1.1WEB, W3C standard; Office Suite MS-Office file format compatible: WAP/OMA and W3C standards; 3G data connection: UMTS/HSDPA/HSUPA (minimum accepted speeds: HSDPA, 7.2 Mbps; HSUPA, 5.76 Mbps; Wi-Fi 802.11 b/g/n; Bluetooth 2.0; Built-in memory (512 MByte at least) with additional memory card (4GB at least); Internal storage of at least 8 GB Li-Ion battery with at least 8 days of autonomy in standby mode (working on GSM network); Headset – Wireless headset; GPS receiver with A-GPS support and a land map

	navigation capabilities; Display of the current GPS received latitude-longitude data; Car-kit (optional).
Accessories: Each device shall include a set of standard accessories (i.e. headset, installation software, charger, etc.).	
All devices offered should be based on one of the following mobile operating systems: Android OS, v4.0.4 or higher version Symbian 9.0 or higher version RIM BlackBerry OS 7.0 Windows Phone iOS 5, upgradeable to iOS 5.1	

3.1.2.5. Traffic zones (mobile voice and mobile data)

Mobile Voice

The Agency is looking for a flexible and evolving tariff scheme based on a “concentric circles” approach and on the fleet-to-fleet concept.

The Agency considers four (4) different zones:

1. The “Headquarters zone” (HQ) represents the “home” of all SIM cards. Within the Headquarter zone, traffic must be handled with a clear tariff scheme, and preferably with a flat-fee scheme.
2. The “Preferred zone” (PREF) is composed of the “EU-27 zone”, Iceland, Norway, Switzerland, Liechtenstein, Andorra, Principality of Monaco, Republic of San Marino and State of the Vatican City. The tariffs are expected to be as much uniform as possible: same tariffs for all the countries and same tariffs for all hours around clock.
3. The “Fleet to fleet” zone in all cases (“Headquarters Zone”, “Preferred Zones”, or “Rest of the World”), - tenderers may propose a special price or a different tariff scheme for the following traffic types:
 - a. Mobile-to-mobile calls between two GSM from the Agency’s fleet. For the “Headquarters zone” this kind of calls are encouraged to be free of charge
 - b. Mobile-to-fixed calls between the Agency’s GSM and the Agency’s fixed telephone (the fixed telephone being located in the Headquarters zone).
4. The “Rest of the World” (ROW) zone comprises countries which are not in any of the above mentioned zones.

Mobile Data

The “Data headquarters zone” is Slovenia: Uniform tariffs can be applied within this zone: same tariffs for all hours around the clock, and same “granularity” (the minimum packet size taken into account for the billing). The tenders need to include in their offer options for various flat-fee

scheme (fixed price for an unlimited volume of traffic which need to be specified), or other special tariff plans.

The “Data Preferred Zone”: As a minimum requirement, tenderers shall provide the service in at least the EU-27 member states, as well as in Iceland, Norway, Switzerland, Liechtenstein, Andorra, Principality of Monaco, Republic of San Marino, and State of the Vatican City, USA and Canada. Within this zone tariffs are expected to be uniform: same tariffs for all the countries, same tariffs for all the hours around the clock, and same “granularity” (the minimum packet size taken into account for billing”).

The “Aggregated volume”: In all cases (“Data Preferred Zone” or “Rest of the World”), tenderers may propose an “aggregated volume” tariff scheme or a flat-fee tariff.

The Rest of the World (ROW) zone comprises countries which are not in any of the above mentioned zones.

3.1.2.6. Service Level Agreement (SLA)

A Service Level Agreement (SLA) shall form a part of the Contract. The tenderer shall include in their offer a draft SLA which shall include at least the following:

For the purpose of the contract and the SLA as an integral part of it, the tenderer will need to provide the following:

– Roles and responsibilities:

It shall include contact persons of the Contractor and the Agency, clearly identified with their names, e-mail addresses, and telephone numbers. The selected Contractor shall provide at least one contact person as the account and service manager, who shall act as an interface for all contractual, technical and operational matters.

The Agency shall provide at least one contact person as the administrative and service manager, who will be the interface for all technical and operational matters.

– Helpdesk services which shall have the following characteristics:

- 24h/7 availability of a dedicated telephone customer service accessible from all over the world which shall be able to communicate in English language,
- Helpdesk support to be provided during office working hours from 9h00 to 17h00.
- The support for the equipment managed exclusively via the Helpdesk.
- Maintenance/repair/replacement service which must be available during normal working days for the hardware/devices supplied by the Contractor.

– Service availability and metrics

All the service properties concerned by this SLA refer to the availability of the network in terms of voice and data services.

The telephony service availability shall be defined by indicators that take into account all

network infrastructure elements that intervene in the establishment of a qualitatively good outgoing and/or incoming voice call on the tenderer's network.

The date service availability shall be defined by indicators that take into account all network infrastructure elements that intervene in the establishment of a qualitatively good tenderer's network.

The Agency is expecting to receive telephony and data services at a minimum of 99.85% each month (target value: less than 1 hours network down-time per month = maximum 1 hours network down-time allowed).

– Quality of the billing and invoicing

This aspect shall measure the quality of billing and the frequency and timeliness of the invoicing. Invoices shall be delivered by regular post and via e-mail or via website download on a monthly basis.

The Billing report shall contain all the details of the consumption, including detailed breakdown of roaming costs for each SIM card, with clear indication of the item and the price of the unit or the rating unit. Voice and data or any other service costs shall be clearly indicated in a separate section of the invoice.

The tenderers shall, if applicable, describe any supplementary electronic invoicing method as well as any reporting/statistic tool and the related fees.

– Planned interventions

Planned interventions are not considered as outages. However, as the term itself implies, they must be planned upfront.

Planned interventions can be requested either by the Agency or by the Contractor, and must strictly respect the following limitations:

- a request must be submitted to the Agency and all parties must be notified at least 2 weeks in advance,
- planned interventions which cause "NO SERVICE" must never take place during office working hours (09h00- 17h00).

– Validity and review process

The SLA shall enter into force upon the signature of the contract. The SLA shall remain valid until superseded by a revised SLA mutually agreed by both parties in the event of a periodical review of the contract conditions.

A modification of the SLA may take place for the following reasons:

- to keep it up to date with respect to the regulatory matters (e.g. new definitions or regulations published by the official regulatory bodies);
- to adjust target values or penalties which would have turned out to be inadequate or unsatisfactory.

4. Participation in the call for tender

Participation in the Agency's procurement procedure is open on equal terms to all natural and legal persons or groupings of such persons (consortia) falling within the scope of the Treaties. It includes all economic operators registered in the EU and all EU citizens.

Pursuant to Article 106 of the general Financial Regulation³ the participation is also open to all natural and legal persons from non-EU countries that have a ratified agreement with the European Union in the field of public procurement on the conditions laid down in that agreement. The Agency can therefore accept offers from and sign contracts with tenderers from 34 countries, namely: the 27 EU Member States, 3 European Economic Area (EEA) Countries (Lichtenstein, Norway, Iceland) and 4 Stabilisation and Associations Agreements (SAA) Countries (Croatia, FYROM, Albania and Montenegro). The Agency's procurement procedures are not open to tenderers from countries covered by the Agreement on Government Procurement (GPA).

A natural or legal person can take part (as an individual tenderer or as a member of a consortium submitting a tender) in only one tender for each lot. If a natural or legal person takes part in more than one tender for each lot, all tenders in which that person has participated may be excluded from the evaluation.

5. Variants

No variants are permitted.

6. Size of the contracts

The contract for each lot shall have an initial duration of two (2) years as from the date it enters into force and may be renewed up to two times for an additional period of one (1) year each time. The total duration of each Contract shall not exceed four (4) years. The Agency reserves the right to cancel the contract with any Contractor whose services are deemed to be of insufficient quality.

The maximum total value of the contract is as follows:

Lot 1: maximum ceiling for 2013: EUR 40,000.00 excluding VAT (maximum budget ceiling for the total duration of the contract (4 years) shall be EUR 180,000.00)

Lot 2: maximum ceiling for 2013: EUR 30,000.00 excluding VAT (maximum budget ceiling for the total duration of the contract (4 years) shall be EUR 130,000.00)

The estimated date for signature of the contracts is November 2012. The execution of services under each Contract shall start on 1 January 2013.

³ Council Regulation (EC, Euratom) No 1605/2002 of 25 June 2002 on the Financial Regulation applicable to the general budget of the European Communities, as amended by Council Regulation (EC, Euratom) No 1995/2006 of 13 December 2006

The Agency shall carry out a mid-term review nine months prior to the expiry of the initial duration of the Contract. In case the outcome of the review is that either the relation between the contract prices and the market prices of the services required under these tender specifications changed considerably (the difference in the calculation of the reference prices as set under point 17 of these tender specifications is equal to or more than 30% of the contract prices) or the technology and/or the equipment offered is obsolete, the Agency may no longer use the Contract and/or may decide not to extend it.

7. Documents available to the tenderer

- Contract notice published in the Official Journal of the European Union (OJ EU) S 155 on 14.08.2012;
- Call for Tender documents and annexes;
- Other documents, as mentioned in these tender specifications.

8. Contractual framework

8.1. Type of contract

The services described above will be the subject of a service Contract.

The service Contract will lay down the legal, financial, administrative and technical conditions applicable throughout its period of validity, including price indexation.

8.2. Subcontracting

Special attention will be paid to the approach proposed by the Contractor for managing his subcontractors. Tenderers will be required to indicate the kind of work which they plan to subcontract and the name of any companies to which they are intending to subcontract part of the work.

Subcontracting during the performance of the contract is permitted only with the prior written consent of the Agency. The Contractor remains solely liable for the proper performance of the contract.

9. Contractors' obligations

Employment law applicable to transfers of undertakings:

Tenderers are reminded that their bid must be established in conformity with the applicable national and European employment legislation regarding the transfer of undertakings, and specifically Directive 2001/23/EC⁴ and its national implementing measures. In particular,

⁴ Council Directive 2001/23/EC of 12 March 2001 on the approximation of the laws of the Member States relating to the safeguarding of employees' rights in the event of transfers of undertakings, businesses or part of undertakings or businesses, OJ L 82 of 22.03.2001, p. 16.

tenderers should take note of the provisions on safeguarding employees' rights in the event of a change of employer as a result of a legal transfer.

10. Language

Working language of the Agency is English. All communication, all the required services and all documentation must be provided in English.

11. Payment methods

Provisions related to payment are laid down in the draft contract (Annex III to the Invitation to Tender). Payments will be made exclusive of VAT, as the Agency is exempt from all duties and taxes, including value added tax (VAT) under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities. Invoice(s) presented by the Contractor must specify the amount(s) exclusive of VAT.

The services will be invoiced monthly, on the basis of the services provided. Payments will be made within 30 days from the receipt of the invoice for the services delivered during the respective period, after the Contractor has fulfilled all his contractual obligations. No pre-financing or interim payment will be made. Payment schedule is described in the draft contract (Annex III) to the invitation to tender.

12. Prices

- The prices should be quoted in Euro.
- Under Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities the Agency is exempt from all duties and taxes, including value added tax (VAT). VAT should be indicated separately and will not be taken into account when considering prices.
- The unit prices quoted must be firm and not subject to revision for the first year of the contract.

From the beginning of the second year prices may be revised upwards or downwards according to the harmonised indices of consumer prices (HICP) for Slovenia (MUICP index) and the method laid down in the contract.

The prices quoted should include all services as described in these tender specifications and its annexes.

- No expenses incurred within the framework of the preparation of the offer will be reimbursed.

13. Submission of offers

The tenderers who apply for more than one (1) lot must submit **offers for each lot separately**.

Each offer must be accompanied by a **dated cover letter signed by the tenderer** and the **duly completed reference table** related to the exclusion and selection criteria (see Annex A of these tender specifications).

The tenderer's offer should include:

- A. The declaration on honour relating to the exclusion criteria listed under point 18 of these tender specifications (model provided in Annex C to these tender specifications), fully completed and signed and dated by the tenderer;
- B. All the documents relating to the selection criteria listed under point 19 of these tender specifications;
- C. The technical tender, as described at point 16 of these tender specifications;
- D. Financial offer and a reference price list as follows:
 - a financial offer based on the model in Annex II to the invitation to tender;
 - a detailed price list which shall include all the services, support and maintenance options, etc. which are not covered by the model in Annex II and
 - a duly completed total reference price list (model provided in Annex D to these tender specifications).

In case the offer involves subcontracting or the tender is submitted by a consortium or grouping of service providers, the tender must contain additional information as specified in points 18 and 19 of these tender specifications.

Tenders may be drafted in any of the official languages of the European Union.

The working language of the Agency is English.

14. Technical tender

Tenderers should include in their bid a technical tender detailing how they intend to perform the tasks covered by the contract, in compliance with all the requirements of these tender specifications. Bids that fail to comply with this requirement will be rejected.

The structure of the technical tender must follow that of the nature of the services requested.

The technical tender should not include any of the documents referred to under the exclusion or selection criteria, nor should it refer to matters already covered by the exclusion and selection criteria.

14.1. Technical tender for LOT 1

Technical tender shall include the following:

- Detailed description of the services provided to the Agency which shall include all the Agency's requirements (i.e. the functionalities of the VoIP phones, services/applications for service monitoring and reporting tools, details on the Internet connectivity, etc.);
- Detailed description of relocation plans for all existing fixed telephony and internet infrastructure for a potential relocation of the Agency's premises;
- Detailed delivery plan;
- Description of the capacity and redundancy of the network, network topology and latency of the Internet connection;
- Description of the Internet connection speeds offered;
- Detailed description of the of the business continuity solution in case of a fault in the primary Internet connection;
- A proposal for the SLA;
- Details description of tariffs plan and bills reporting;
- Detailed description of additional services offered (i.e. possibility to distinguish between private and business calls, possibility for separate invoicing for private and business calls, etc.).

14.2. Technical tender for LOT 2

Technical tender shall include the following:

- Detailed description of the services provided to the Agency which shall include all the Agency's requirements (i.e. a list of countries including the service providers for each country with which roaming agreements for both voice and data services are in place, proposed architecture for push e-mail services, 3G PC-Data connection kit, allowed and not-allowed protocols for mobile data services, etc.);
- Detailed description of different devices offered;
- Description of the capacity and redundancy of the network including download/upload speeds for data services;
- Detailed description of coverage in Slovenia and roaming coverage abroad;
- A proposal for the SLA;
- Details description of tariffs plan and bills reporting including special tariff plans;
- Detailed description of additional services offered (i.e. enhanced network functionalities when the user is on the home network in Slovenia, possibility to access additional services and functionalities on both the phone and via a web interface, answering machine that could play pre-recorded message in case of absence, record caller's message, possibility to distinguish private and business calls using a designated extension and having a separate invoice directly for the person, etc.).

15. Exclusion criteria

Tenderers must prove that they are not in one of the situations giving rise to exclusion as described below, by providing the following information, evidence and documents with their bid.

Exclusion from participation

Candidates or tenderers will be excluded from participation in a procurement procedure if:

- a) 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 these matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) they have been convicted of an offence concerning their professional integrity by a judgment which has the force of res judicata;
- c) they have been guilty of grave professional misconduct proven by any means which the awarding authority can justify;
- d) they have not fulfilled their 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 the country of the awarding authority, or with those of the country where the contract is to be performed;
- e) they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the European Union's financial interests;
- f) following another procurement procedure or grant award procedure financed by the European Union budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

Evidence

1. Tenderers shall provide a declaration on their honour, duly signed and dated, stating that they are not in one of the situations referred to above, using the form provided in Annex C to these tender specifications.
2. The tenderers to whom it is proposed to award the contract shall furnish, within a time-limit specified by the awarding authority and prior to the signature of the contract, the following evidence in support of their declarations:

The contracting authority will accept, as evidence that the candidate or tenderer is not in one of the situations described in points (a), (b) and (e) above, the production of a recent extract from the judicial record (issued less than 90 days prior to the deadline for tender submission) or, failing this, a recent equivalent document (issued less than 90 days prior to the deadline for tender submission), issued by a judicial or administrative authority in the country of origin or provenance, showing that the requirements are met. The contracting authority will accept, as satisfactory evidence that the candidate or tenderer is not in one of the situations described in point (d) above, a recent certificate (i.e. less than 90 days old on the date of the deadline for tender submission) issued by the competent authority of the State concerned.

Where no document or certificate of the type referred to the paragraph above is issued in the country concerned, and for the other cases of exclusion referred to in points c) and f), it may be replaced by a declaration under oath, or, failing that, a solemn declaration 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.

Depending on the national legislation of the country in which the tenderer or candidate is established, the documents referred to above shall relate to legal persons and/or natural persons, including, where considered necessary by the awarding authority, company directors or any person with powers of representation, decision-making or control in relation to the candidate or tenderer.

3. The Agency reserves the right to check the information provided by tenderers.

Exclusion from award of the Framework contracts

The Framework contracts will not be awarded to tenderers who, during the procurement procedure:

- (a) are subject to a conflict of interests.

The Agency must ensure that on the date on which the tender is submitted, no tenderer is subject to a conflict of interests; such conflict of interests could arise in particular as a result of economic interest, political or national affinity, family or emotional ties, or any other relevant connection or shared interest.

The Agency reserves the right to judge whether such a conflict of interests exists.

Tenderers are also asked to declare:

- that they have not made and will not make any offer of any type whatsoever from which an advantage can be derived under the contract;
- that they have not granted, sought, attempted to obtain or accepted any advantage, financial or in kind, to or from any party whatsoever, constituting an illegal practice or involving corruption, either directly or indirectly, as an incentive or reward relating to the award of the contract;
- that they will inform the contracting authority without delay of any situation constituting a conflict of interests or which could give rise to a conflict of interests.

- (b) are guilty of misrepresentation in supplying the information required by the awarding authority as a condition of participation in the procurement procedure, or fail to supply this information.

Evidence:

Tenderers shall provide a declaration on their honour, duly signed and dated, stating that they are not in one of the situations referred to above, using the form provided in Annex C to these tender specifications.

The Agency reserves the right to check the information provided by tenderers.

Tenders submitted by consortia or groups of service providers – tenders involving subcontracting:

In the case of tenders submitted by consortia or groups of service providers, each of the economic operators involved in the tender must provide a dated and signed declaration on honour, based on the model provided in Annex C to these tender specifications, confirming that none of the exclusion criteria for participation in or award of the contract apply to them.

The tenderers proposed for award of the Framework contract must furnish, within the time-limit specified by the awarding authority and prior to the signature of the Framework contract, the evidence listed above, corroborating the declaration on their honour, in respect of each economic operator forming part of their consortium or group of service providers.

In the case of tenders involving subcontracting, the tenderer proposed for award of the contract must furnish, within the time-limit specified by the awarding authority and prior to the signature of the contract, the declaration on their honour and/or the evidence listed above regarding exclusion criteria for participation in or award of the contract, in respect of each of the subcontractors in respect of whom the Agency requests such evidence.

The Agency reserves the right to check the information provided by tenderers.

16. Selection criteria

Tenderers must demonstrate that they have the necessary economic, financial, technical and professional capacity to perform the tasks described in these tender specifications in accordance with the payment schedule specified in the draft Contract at Annex III to the Invitation to Tender.

Where the bid is submitted by a consortium or group of service-providers, the economic and financial capacity must be ascertained at the level of each economic operator forming part of the consortium or group. Technical and professional capacity may be ascertained at consortium or group level, or at the level of each member of the consortium or group.

Where the bid is submitted by a tenderer who intends to subcontract part of the tasks or entrust them to another economic operator, the subcontractors or economic operators involved must demonstrate that they have the requisite economic, financial, technical and professional capacity.

An economic operator may, if necessary and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links he has with them. He must in this case prove to the awarding authority that he 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.

Tenderers must provide proof of their professional, economic, financial, and technical capacity by enclosing with their tender the following information and documents, accompanied by the reference tables shown in Annex A to these tender specifications:

16.1. Professional capacity

For natural and legal persons:

- Duly completed and signed form “Identification of the tenderer” (see Annex B to these tender specifications);
- Duly completed and signed financial identification form (see Annex E to these tender specifications) – the form can be downloaded from:
http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_en.cfm
- Certificate of enrolment on the professional or trade register in accordance with the legislation of the Member State in which the tenderer is established;
- Duly completed and signed legal entity form (see Annex F to these tender specifications) – the form can be downloaded from:
http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

For legal persons the following information is necessary in addition to the above:

- Legal form
- Copy of the Company's Articles of Association
- Names and duties of managerial staff

16.2. Financial and economic capacity (for natural and legal persons)

Evidence of financial and economic capacity must be provided by means of one or more of the following documents:

- Statements from the bank indicating good financial viability or evidence of professional risk insurance covers;
- Balance sheets or extracts from balance sheets for at least the last two years for which accounts have been closed, where publication of the balance sheet is required under the company law of the country in which the economic operator is established;
- A statement of overall turnover concerning the services covered by the contract during the last three financial years.

16.3. Technical capacity

Technical capacity is defined for each lot separately. Tenderers must provide the following documentation to enable an assessment of their technical and professional capacity. For joint applications, the capacities of all members of the joint application, including subcontractors, shall be taken into account

16.3.1. Technical capacity for Lot 1

- A statement of the average annual manpower and the number of managerial staff over the last three years.

- Organisational structure of the tenderer with defined roles and tasks of the units or departments including its organisational chart.
- A detailed description of the infrastructure and technical equipment available for the performance of services under the contract and the measures employed to ensure the quality of supplies and services.
- Network map showing geographical coverage of the company's existing infrastructure for the provision of the services.
- Recognized certifications ensuring reliability and security standards (i.e. ISO etc.).
- License for the provision and handling of the telecommunication services as described these tender specifications.
- List of projects/contracts performed during the last three years, similar to the services as described in these tender specifications for a total invoiced amount of at least EUR 260,000.00 in 2010 and in 2011.
- The tenderer shall include at least one (1) Curricula Vitae (CV) of the proposed account and service manager, showing clearly his/her qualifications and relevant professional experience. The proposed account and service manager shall have excellent knowledge of English language and very good organizational and communication skills.

16.3.2. Technical capacity for Lot 2

- A statement of the average annual manpower and the number of managerial staff over the last three years.
- Organisational structure of the tenderer with defined roles and tasks of the units or departments including its organisational chart.
- A detailed description of the infrastructure and technical equipment available for the performance of services under the contract and the measures employed to ensure the quality of supplies and services.
- Network map showing geographical coverage of the company's existing infrastructure for the provision of the services.
- Recognized certifications ensuring reliability and security standards (i.e. ISO etc.).
- License for the provision and handling of the telecommunication services as described these tender specifications;
- List of projects/contracts performed during the last three years, similar to the services as described in these tender specifications for a total invoiced amount of at least EUR 220,000.00 in 2010 and in 2011,
- The tenderer shall include at least one (1) Curricula Vitae (CV) of the proposed account and service manager, showing clearly his/her qualifications and relevant professional experience. The proposed account and service manager shall have excellent knowledge of English language and very good organizational and communication skills.

For those tenders including subcontracting, the tenderer must submit:

- A document stating clearly the identity, roles, activities and responsibilities of the subcontractor(s) and specifying the volume/proportion of the tasks of (each of) the subcontractor(s), as well as the description of the quality control measures he intends to apply on the tasks to be carried out by (each of) the subcontractor(s);
- A letter of intent by (each of) the subcontractor(s) stating its unambiguous undertaking to collaborate with the tenderer if he wins the contract and the extent of the resources that it will put at the tenderer's disposal for the performance of the contract;
- In the absence of this, a document stating that the tenderer does not intend to subcontract

and that he/she will inform the Agency about any change in this situation. The Agency reserves the right to judge if such change would be acceptable.

For those tenders submitted by a consortium or grouping of service providers, the tender must contain:

- A document stating clearly the composition and constitution of the grouping or similar entity (company/temporary association/...), or the legal form their cooperation will take, should they be awarded the contract;
- A letter signed by each member stating its commitment to execute the services in the tender clearly indicating its role, qualifications and experience;
- A document signed by all members specifying the lead of the consortium or grouping of service providers and authorising the appointed lead of the consortium or grouping of service providers to submit the offer.

Tenders which do not meet the exclusion and/or selection criteria will not be considered. Tenderers who do not provide the documents required in these tender specifications with regard to the exclusion and/or selection criteria may be excluded. The Agency will decide whether the substantiating documents provided constitute compliance with the selection criteria.

17. Award criteria

The Contract shall be awarded to the tenderer offering the best value for money on the basis of the criteria specified below.

17.1. Technical quality, with 60% weighting

Tenders scoring less than 60 overall points or less than 50% of the points awarded for each of the single criterion for each lot will be excluded from further evaluation.

17.1.1. Technical quality for LOT 1

The quality criteria, their importance factor and system of scoring are presented in detail below:

No.	Technical quality criteria	Maximum points available
1.	Overall quality of the proposed technical solution	
1.1.	Understanding and meeting the Agency's requirements	8
1.2.	Reliability and effectiveness of migration plans	7
1.3.	Reliability and effectiveness of relocation plans for all existing fixed telephony and internet infrastructure for a potential relocation of the Agency's premises	7
1.4.	Delivery plan with dates and the capacity of the tenderer to deliver in time	14
2.	Quality of the service provider network	
2.1.	Capacity and redundancy of the network, network topology	14
2.2.	Internet connection speeds offered	7
2.3.	Reliability of the business continuity solution in case of fault of the	7

	primary access	
3.	Quality of the proposed SLA	
3.1.	Network quality and availability; Contact points and Service desk; Statistical reporting; Invoicing; Penalties; Validity and review process	14
4.	Quality of Tariffs plan and Bills reporting	
4.1.	Meeting the Agency's tariff scheme requirements (i.e. capacity to define flat or threshold tariff scheme, to define discounts based on volume etc.)	7
4.2.	Meeting the Agency's billing requirements and flexibility of the solution proposed	7
4.3.	Quality and relevance of additional services offered	8
	TOTAL	100

17.1.2. Technical quality for LOT 2

The quality criteria, their importance factor and system of scoring are presented in detail below:

No.	Technical quality criteria	Maximum points available
1.	Overall quality of the proposed technical solution	
1.1.	Understanding and meeting the Agency's requirements	10
2.	Quality of the service provider network	
2.1.	Capacity and redundancy of the network	6
2.2.	Coverage in Slovenia and roaming coverage abroad	14
2.3.	3G currently supported standard (UMTS, HSDPA/HSUPA, etc.) and upgrade plan	5
2.4.	Download/upload speeds for data services	4
3.	Technical quality of the proposed handsets	
3.1.	Handset's features	7
3.2.	Seamless integration of the handsets devices with the Agency's existing E-Mail system which is based on Microsoft Exchange Server 2010 infrastructure	4
4.	Quality of the proposed SLA	
4.1.	Network quality and availability; Contact points and Service desk; Statistical reporting; Invoicing; Penalties; Validity and review process	10
5.	Quality of Tariffs plan and Bills reporting	
5.1.	Meeting the Agency's tariff scheme requirements (i.e. capacity to define tariff schemes based on the traffic zones, flat rate/threshold plans, to define discounts based on roaming, volume etc.)	14
5.2.	Meeting the Agency's billing requirements and flexibility of the solution proposed	7
5.3.	Quality of special tariff plans: applicable days and hours, applicable countries, discount achieved compared to normal price, flexibility of the solution, volume of data included, etc.	14
6.	Quality and relevance of additional services offered	5
	TOTAL	100

17.2. Price, with 40% weighting

In order to evaluate the offers, the Agency will calculate for each lot separately a total reference price using the total reference price list (see Annex D to these tender specifications) based on the financial offer and the detailed price list.

The total reference price has no contractual value and will be used solely for the purpose of this evaluation.

The financial offer and the detailed price list shall be contractually binding. In case the tenderer applies any discounts these should be clearly indicated.

For the purpose of calculating the total reference price, the tenderer shall provide a duly completed Annex D.

17.3. Final evaluation

The formulae to calculate economically the most advantageous offer is:

$$\text{Final score for tender X} = \frac{\text{cheapest total reference price}}{\text{total reference price of tender X}} * 40 + \frac{\text{total technical quality of tenderer X}}{100} * 60$$

17.3.1. Final evaluation for LOT 1

The tenderer with the highest mark for the final score will be awarded the Service contract.

17.3.2. Final evaluation for LOT 2

The tenderer with the highest mark for the final score will be awarded the Service contract.