



Tender Specifications

1. Title, purpose and context of the procurement

Reference to the procurement procedure is EEAS-DELBHIS-SER-DIR-2014-01.

The present invitation to tender is made by the Delegation of the European Union to Bosnia and Herzegovina (referred to hereafter as Delegation). It covers provision of international telephony services to the Delegation of the European Union to Bosnia and Herzegovina and European Union Special Representative (EUSR).

Installation of the required material and equipment is also in the scope of this tender. The connection to the contractor's infrastructure has to be established at the Delegation premises in Sarajevo, address Skenderija 3a.

2. Subject of the contract and technical specifications

The Delegation and EUSR will be able to make outgoing international telephone calls through the contractor's infrastructure throughout the duration of the contract. The contract will be non-exclusive and the contracting authority reserves the right to use the same or similar service from other service providers simultaneously.

The estimated scope of the international calls made per year by the Delegation and EUSR is as follows (all contracted providers):

Destination	Duration in minutes per year
Belgium	15,251
European Union countries (excluding Belgium)	25,954
Region (Serbia, Montenegro and FYROM)	3,468
Other Countries	4,117

The Delegation and EUSR have around 170 extensions with access to international lines.

Working hours of the Delegation and EUSR are Monday to Thursday 8:30 – 17:30; Friday 8:30 – 14:00.

The connection will have to be established latest 15 calendar days from the contract signature.

The contractor will deliver and install all required equipment and material in order to connect the Delegation PABX, model Siemens HiPath 3800, to its' infrastructure. End point for connection from the side of the Delegation is PRI port on the PABX. The PRI connection protocol used has to be compatible with the PABX.

The required equipment will where possible be leased by the contracted authority. Price of equipment leasing, if applicable, has to be included in the monthly subscription fee.

Capacity of the link has to be sufficient to enable minimum 10 simultaneous calls at all times.

Caller ID (DID as set on the PABX) has to be visible to any external called party.

Calls must be possible with all member states of the European Union, Serbia, Montenegro and FYROM (grouped in "Region" in the Financial Offer Template), both fix and mobile numbers. If the connection with the country listed as "Other Countries" in the Financial Offer Template is not possible, the price of 2KM per minute will be used for the purpose of Financial Offer evaluation.

In the case of scheduled maintenance that will cause interruption in the service, the contractor will inform the Delegation at least 24 hours in advance. Notification will always include the estimated duration of interruption. Scheduled maintenance needs to be planned to the highest possible extent outside the working hours of the Delegation and EUSR.

As the contract will be awarded to the tender offering the best value for money, the tenderer can offer more than one Option (different underlying technology).

3. Criteria

Exclusion criteria

Candidates and tenderers must provide a declaration on their honour, duly signed and dated, stating that they are not in one of the situations referred to in Article 106 and 107 of the Financial Regulation. Candidates and tenderers must use "Declaration of honour on exclusion criteria and absence of conflict of interest", given in the attachment.

If the contracting authority has doubts about whether the tenderer to whom the contract is to be awarded is in one of the situations leading to exclusion, it may require the tenderer to provide the evidence referred to in Article 143 of the Rules of Application. Candidates and tenderers are not, however, obliged to include evidence in the tender at this stage.

Financial Regulation and implementing rules applicable to the general budget of the European Communities available at

http://ec.europa.eu/budget/documents/financial_regulation_en.htm?submenuheader=2#table-1_1.

Selection criteria

Tenderers are required to prove that they have sufficient financial, economic, technical and professional capacity to perform the contract. The documents to be used as means of proof must be submitted.

1. Financial and Economic Capacity

- The minimum average annual turnover in the field of services covered by the contract over the last two financial years closed must be at least 25 000 EURO.

The official statements of overall turnover and turnover concerning the services covered by the contract during the last two financial years must be submitted.

- Positive annual revenue for the last two financial years closed is required.

The presentation of balance sheets or extracts from balance sheets for at least the last two years for which accounts have been closed.

2. Technical Capacity

- Tenderer must have a valid licence for fixed telephony or for fixed telephone service, issued by Communications Regulatory Agency Bosnia and Herzegovina (CRA BH).

Tenderer must submit copy of the valid licence/permission for fixed telephony or for fixed telephone service issued by CRA BH.

- Tenderer must have provided services, with duration longer than 6 months, to at least 3 clients with more than 50 users each and average higher than 2000 minutes per month through its' infrastructure with international destinations in the past two years with satisfying quality of service.

Tenderer must submit the list of the principal services equivalent to the scope of this tender, provided in the past two years, with the client name (public or private), monthly average number of minutes with international destinations, number of users within client premises, duration of the contract (From –To). The Delegation reserves the right to directly contact some of listed tenderer's clients.

Award criteria

Best value for money: the contract is awarded to the tenderer offering the best value for money

Criteria	Weighting
Quality of the offered service	20
Financial offer	80

Score for tender X = (Lowest financial offer / Financial offer of tender X) * 80 + (quality of tender X / 100) * 20

The tender with the highest score wins.

Quality criteria

Quality will be assessed based on the offered Service Level Agreement (SLA) and monitoring solution. Maximum number of points for quality criteria is 100, but tender has to score minimum defined points in each quality criteria.

Quality Criteria	Maximum
Service Level Agreement offered by the Tenderer (minimum 30 points required)	50
Monitoring Solution used by Tenderer (minimum 30 points required)	50
Total score for Quality	100

Tenders have to include offered SLA. Offered SLA has to include (but not limited to): working time of the tenderer's support service, mean response time of tenderer's support service, mean time to service recovery, guaranteed availability on yearly basis. If tender includes more options (different underlying technology), offered SLA has to be included for each offered option.

Tenders have to include detailed description of its' monitoring solution, including samples of relevant reports. It is preferable that the solution enables secured web access

by the Delegation staff. Throughout the contract duration, the Delegation might ask for the specific reports to be provided by the Contractor.

Financial offer

Tenderers' financial offer has to be submitted in the provided table (Financial Offer Template) in electronic format burned on CD, in MS Excel. Financial offer to be used in order to rank tenders and award contract will be calculated in the following way:

	Financial Offer	Multiplication factor (N)*
	<i>Fixed costs</i>	
A	Installation Fee (lump sum)	1
B	Subscription fee (price per month)	48
	<i>Variable costs (per calls) (average price per minute w/o VAT):</i>	
C	EU Countries average per minute w/o VAT	104,000
D	Belgium average per minute w/o VAT	61,000
E	Countries in the Region average per minute w/o VAT	14,000
F	Other countries average per minute w/o VAT	16,000

*Multiplication factor is based on the estimated value in the period of 4 years.

Financial offer of a tender will be calculated as a sum of prices A – F, each multiplied by corresponding multiplication factor N.

Installation fee has to include delivery to the Delegation, cost of all required material and cost of works.

The required equipment will where possible be leased by the contracted authority. Price of equipment leasing, if applicable, has to be included in the monthly subscription fee.

If calls cannot be terminated in some of the locations included in the Financial Offer Template, corresponding line must not be deleted. For destinations not covered by the tenderer's services, price of 2 BAM will be used for the financial evaluation purpose. This applies only for countries grouped as "Other Countries". Calls must be possible with all member states of the European Union, Serbia, Montenegro and FYROM, as described in part "Subject of the contract and technical specifications".

4. Price

Any price included in the offer cannot be changed during contract duration without written consent of both the Delegation and the Contractor.

Prices have to be expressed in BAM.

The Delegation of the European Union is subject to the refund of the VAT by the Indirect Taxation Office of Bosnia and Herzegovina, under the Article 29 of the Law on Value Added Tax. Consequently, prices in the tender have to be without VAT.

Any ambiguity in the formulation of the financial offer may cause rejection of the whole offer. The financial offer must be clear and in compliance with the tender specifications.

Payment arrangements are defined in article I.4 of the contract. There is no possibility for any advanced payment.

5. Content of Tenders

Tenders must be drawn up in English.

Tenders must include all documents requested in tender dossier and under Exclusion, Selection and Award criteria, namely:

No	Document	Criteria the document is intended to satisfy
1.	The original site visit certificate	
2.	Declaration of honour on exclusion criteria and absence of conflict of interest (duly signed and dated)	Exclusion criteria
3.	The official statements of overall turnover and turnover concerning the services covered by the contract during the last two financial years The minimum average annual turnover in the field of services covered by the contract over the last two financial years closed must be at least 25 000 EURO.	Selection criteria
4.	Balance sheets or extracts from balance sheets for at least the last two years for which accounts have been closed Positive annual revenue for the last two financial years closed is required	Selection criteria
5.	Copy of the valid licence/permission for fixed telephony or for fixed telephone service issued by Communications Regulatory Agency Bosnia and Herzegovina	Selection criteria
6.	The list of the principal services equivalent to the scope of this tender, provided in the past two years, with the client name (public or private), monthly average number of minutes with international destinations, number of users within client premises, duration of the contract (From – To).	Selection criteria

	Tenderer must have provided services, with duration longer than 6 months, to at least 3 clients with more than 50 users each and average higher than 2000 minutes per month through its' infrastructure with international destinations in the past two years with satisfying quality of service.	
7.	Offered Service Level Agreement (SLA)	Award criteria / Quality
8.	Detailed description of Tenderer's monitoring solution	Award criteria / Quality
9.	Financial offer, submitted in the provided table (in electronic format burned on CD, in MS Excel)	Award criteria / Financial Offer