



Specifications attached to the Invitation to tender

SJU/LC/0062-CFT

SJU Web meeting solution

*Technical specifications for the hosting of the SESAR Joint Undertaking's
web meeting facility*

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1 INTRODUCTION TO THE SESAR JOINT UNDERTAKING

1.1 Overview

The purpose of the SESAR Joint Undertaking, created under Article 187 of the Treaty on the Functioning of the European Union, is to ensure the modernisation of the European air traffic management system through the coordination and concentration of all relevant research and development efforts.

The SJU is responsible for the implementation of the ATM Master Plan and for carrying out specific activities aimed at the development of a new-generation air traffic management system capable of ensuring the safety and fluidity of air transport worldwide over the next thirty years. Further information on the activities of the SJU is available at www.sesarju.eu.

In order to carry out its mission, the SJU is implementing a harmonised and consistent ATM R&D work programme established on the basis of the SESAR Definition Phase findings, preparing for the development and implementation of the relevant improvements and systems as from 2013.

1.2 Mission

The SJU will be responsible for the execution of the ATM Master Plan and in particular for carrying out the following tasks:

1. organising and coordinating the activities of the Development Phase of the SESAR project in accordance with the ATM Master Plan, by combining and managing public-sector and private-sector funding under a single structure;
2. ensuring the necessary funding for the activities of the Development Phase of the SESAR Programme in accordance with the ATM Master Plan;
3. ensuring the involvement of the stakeholders of the air traffic management sector in Europe, in particular air navigation service providers, airspace users, professional staff associations, airports, and the manufacturing industry, as well as the relevant scientific institutions or the relevant scientific community;
4. organising the technical research and development, validation and study work to be carried out under its authority, while avoiding any fragmentation of these activities;
5. ensuring the supervision of activities related to the development of common products duly identified in the ATM Master Plan, and if necessary organising specific invitations to tender.

The SJU mission statement is **TODAY'S PARTNERS FOR TOMORROW'S AVIATION.**

1.3 Acronyms and Terminology

ATM: Air Traffic Management
SESAR: Single European Sky ATM Research Programme
SJU: SESAR Joint Undertaking (European Community Body created under Council Regulation (EC) No 219/2007 as amended by Council Regulation (EC) No 1361/2008)

2 OVERVIEW OF THIS CALL FOR TENDER

2.1 Context and objective of the present call for tender

In 2009, the SJU implemented a temporary online meeting solution to facilitate and support its core business processes, also referred to as the SJU Business Management System. The purpose of this call for tender is to select a Contractor for the provision of this functionality on a permanent basis.

The requirements related to the provision of the services required by the SJU under the contract to be awarded as a result of this call for tender are detailed in the Terms of Reference in Section 3 below.

2.2 Participation in the tender procedure

Tenderers must not be in any of the exclusion criteria indicated in section 5.2 below of these tender specifications and must have the legal, economic, financial, technical and professional capacity to allow them to participate in this tender procedure (see section 5.3 below).

Please note that any attempt by a tender to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or the SJU during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of its tender and may result in administrative penalties.

2.3 Sub-contracting

Sub-contracting is allowed under this tender procedure.

The tender must indicate clearly, which parts of the work will be sub-contracted.

Sub-contractors must satisfy the eligibility criteria applicable to the award of the contract.

If the identity of the intended sub-contractor(s) is already known at the time of submitting the tender, the tender must furnish a statement guaranteeing that the sub-contractor is not in any of the exclusion situations listed under Section 5.2. and provide a registration document of the sub-contractor, establishing its legal capacity.

If the identity of the sub-contractor(s) is not known at the time of submitting the tender, the tender who is awarded the contract will have to seek SJU's prior written authorisation before entering into a sub-contract.

Where no sub-contractor is given, the work will be assumed to be carried out directly by the bidder.

2.4 Contacts between the SJU and the tenders

2.4.1 Before the opening of the offers

At the request of the tenderer, the SESAR Joint Undertaking may provide additional information solely for the purpose of clarifying the content of this call for tender and/or the nature of the contract.

Any requests for additional information must be made in writing only and sent to the following e-mail address: procurement@sesarju.eu. Requests for additional information should indicate the reference number of the call for tender and its title.

Requests for additional information received less than fifteen (15) calendar days before the final date for receipt of tenders will not be processed.

Clarifications will be issued by the SESAR Joint Undertaking no later than six (6) calendar days before the closing date for submission of tenders.

The SESAR Joint Undertaking may, on its own initiative, inform interested parties of any error, inaccuracy, omission or any other clerical error in the text of the call for tenders.

Any additional information, including that referred to above, or/and corrigendum will be posted on the following website <http://www.sesarju.eu/about/procurement> as well as in the Official Journal of the European Union (OJEU). Accordingly, the tenderers are invited to make regular visits to the SJU website to check for updates.

2.4.2 After the opening of the offers

If clarification is required or if obvious clerical errors in the tender need to be corrected, SESAR Joint Undertaking may contact the tenderer provided the terms of the tender are not modified as a result.

2.5 Period during which the tenders are binding

The period of validity of the tenders, during which the tenderers may not modify the terms of their tenders in any respect, is ninety (90) days after the deadline for the submission of tenders.

In exceptional cases and before the period of validity expires, the SJU may ask each tender to extend the period of validity of its tender for a specific number of days, which may not exceed forty (40) days.

The selected tender must maintain its tender for a further sixty (60) days from the date of notification that its offer has been recommended for the award of the contract.

The further period of sixty (60) days is added to the initial period of ninety (90) days irrespective of the date of notification.

2.6 Contract provisions

In drawing up its tender, the tenderer should bear in mind the provisions of the draft service contract (see Annexe III of these tender specifications), which details in particular the method and conditions for payment of the selected contractor.

Please note that the attached draft service contract has been developed to cover the specificities of the SESAR Programme and its Development Phase taking into consideration the Union Body status of the SJU. Therefore, the SJU reserves the right to reject offers stating that the provisions of the draft service contract are accepted subject to a number of conditions.

2.7 Budget

The estimated maximum budget of this call for tender is limited to **90.000,00 EUR** for the first year of contract (optional services included).

2.8 Confidentiality, processing of personal data and public access to documents

If processing tenderer's reply to the invitation to tender involves the recording and processing of personal data (such as 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, tenderer's replies to the questions and any personal data requested are required to evaluate the tender in accordance with the specifications of the invitation to tender and will be processed solely

for that purpose by the SESAR Joint Undertaking. Details concerning the processing of personal data are available on the [privacy statement](#) at:
<http://www.sesarju.eu/about/procurement>.

3 TERMS OF REFERENCE

3.1 Scope and context

The purpose of this call for tenders is to award a service contract for the provision of on-line meeting solution and related services.

3.2 Description of the services to be provided

The services to be provided under the contract to be awarded as a result of this call for tender are divided into the following two categories of services:

- 1) basic services set aligned with a generic licensing model (Section 3.2.1), and
- 2) optional services (Section 3.2.2).

3.2.1 Basic services

The solution to be provided must include at least the following functionalities:

- provision of the back-end infrastructure to facilitate online meetings
- provision of the services to manage, organise and attend online meetings
 - o Schedule meetings
 - o Meeting calendars
 - o Add participants to on-going meeting
 - o Desktop sharing
 - o Application sharing
 - o MS Office integration
 - o Outlook integration
 - o Mouse and Keyboard control
 - o Webcam and Audio control
 - o Annotation and drawing tools
 - o Whiteboard
 - o Chat
 - o Instant messaging
 - o File transfer
 - o VoIP and teleconferencing interoperability between all participants;
- provisioning of training facilities for end-users
- provision of first and second line support.

In addition, the proposed solution shall be able to sustain:

- Minimum 50 named accounts that are able to organize a meeting
- Minimum 3 meetings that can take place simultaneously with a maximum of 15 participants
- At least a meeting facility which can be organised by the SJU with a maximum of 35 participants.

The proposed solution may not impose infrastructure specific requirements (firewalls/ports), e.g. only https traffic. Where this is not the case, the tenderer shall provide an accurate description of all mandatory and optional requirements.

The solution must be fully compatible with industry standard Web browsers (i.e., Mozilla/Firefox/Internet Explorer/Google Chrome). Where that is not the case, the tenderer shall provide an accurate description of all browsers supported, features and architecture (i.e., Java/ActiveX/or other).

The proposed solution may not impose user privileges as a requirement to participate to meetings. Where this is not the case, the tenderer shall provide an accurate description of the installation and execution requirements.

3.2.2 Optional services

In addition to the basic tender, tenderers are invited to respond in detail regarding their ability to provide the following optional functionalities:

- Monthly statistics, if necessary in a customised format,
- Integration to obtain unified communication functionalities,
- Recording of web conference sessions.

Tenderers should note that the inability to provide any or all of the optional services will not cause a tenderer's proposal to be declared non-admissible. However, the ability to provide such services will be considered as part of the evaluation process (please refer to Section 5.4 below).

The SJU reserves the right not to exercise these options.

3.2.3 Quality standards

This section sets out service levels which the selected Contractor should achieve when providing the services subject of this call for tender.

The Contractor shall comply with the following minimum service quality requirements:

- Recovery time objective (RTO) 1 hour
- Data retention recorded meetings 2 months
- Service window training facility Mon-Fri 08:30-17:30
- Service window on-line meeting Mon-Sat 08:30-23:30
- Help desk available Mon-Sat 08:30 - 16:00
- Service availability 99.7% on yearly basis during service window with a service disruption for planned maintenance during service hours counted as service unavailability time
- Penalties in case of non respect of his obligation in response time, downtime, reparation delay or bad execution of the contract.

3.3 Duration of the contract

The contract will be awarded for an initial period of one year, renewable yearly for a maximum period of four (4) years.

4 FORM AND CONTENT OF THE OFFER

4.1 General

The offers must be presented in the requested format and include all the documents necessary so as to enable the SJU Proposal Analysis Board (PAB) to properly assess them.

Failure to respect these requirements will constitute a formal incompliance and may result in the **rejection of the offer**.

4.1.1 Format of the offers

Offers must be **written in English** and shall include the following:

- in **paper format**:
 - one (1) original and four (4) copies of the cover letter,
 - one (1) original of Volume 1 – Administrative Proposal,
 - one (1) original and four (4) copies of Volume 2 – Technical Proposal,
 - one (1) original of Volume 3 – Financial Proposal,
- in **electronic format**: one (1) CD-ROM containing the electronic version of the offer (i.e., cover letter and the three volumes), in PDF format.

Offers must be clear and concise, with continuous page numbering, and assembled in a coherent fashion (e.g., bound or stapled, etc.). Since tenderer will be judged on the content of their written bids, they must make it clear that they are able to meet the requirements of the specifications.

4.1.2 Identification of the original offer

The original paper copy of the offer must be marked “ORIGINAL” and signed by the tenderer.

4.1.3 Practical procedure

Each offer must be submitted in accordance with the double envelope system:

- The outer envelope or parcel should be sealed with adhesive tape and signed across the seal and carry the following information:
 - **the reference number of the call for proposal (SJU/LC/0062-CFT) this offer is referring to.**
 - the name of the tenderer
 - the indication *“Offer - Not to be opened by the internal mail service”*
- The inner envelope must contain the following elements:
 - One (1) CD-ROM containing the information as described in section 4.1.1 above
 - The paper copies as described in section 4.1.1 above.

4.2 Structure of the offer

All offers must include a cover letter (see section 4.2.1 below) and three **separate** volumes, i.e.:

- Volume 1 – Administrative Proposal (see section 4.2.2 below),
- Volume 2 – Technical Proposal (see section 4.2.3 below),
- Volume 3 – Financial Proposal (see section 4.2.4 below).

4.2.1 Cover letter

The cover letter shall be signed and contain the following elements:

founding members



Avenue de Cortenbergh 100 | B-1000 Bruxelles
www.sesarju.eu

- The names, telephone and fax numbers of the persons who will be responsible for the technical and contractual management of any resulting contract and who would be nominated as such in the contract,
- The name, address, fax and telephone number of the contact person to whom all communications relating to this call for tender should be addressed,
- A reference number for the offer, identical throughout all parts of the offer,
- The reference number of the SJU call for tender,
- The name of the person empowered to sign a potential contract with the SJU, and
- **The tenderer acceptance of the proposed contractual terms and conditions.**

4.2.2 Volume 1 - Administrative Proposal

Under this section the tenderer must provide the following information:

- Legal entities' form, accompanied by the documents requested therein, (please, use the form available on the following web page:
http://ec.europa.eu/budget/info_contract/legal_entities_en.htm);
- Financial identification form (please, use the form available on the following web page:
http://ec.europa.eu/budget/info_contract/ftiers_en.htm);
- Declaration on Honour regarding the exclusion criteria (please refer to section 5.2 below of and to the template provided in Annex I to the present tender specifications);
- Documentary evidence for the establishment of the legal capacity of the tenderer (please refer to section 5.3.1 below);
- Documentary evidence for the establishment of the economic and financial capacity of the tenderer (please refer to section 5.3.2 below).

4.2.3 Volume 2 - Technical Proposal

4.2.3.1 General

The assessment of the technical quality will be based on the ability of the tenderer to meet the purpose of the contract as described in section 3 above. To this end, the technical proposal shall contain the necessary information to allow evaluation of the offers according to the award criteria mentioned in section 5.4 below.

4.2.3.2 Description of the proposed solution and methodology

The offer shall describe in details the proposed solution and methodology and contain any comments on the terms of reference (see section 3 above) of importance for the successful execution of the contract, thus demonstrating the tenderer's degree of understanding of the needs and requirements of the SJU and of the objectives of the services subject of this call for tender.

4.2.3.3 Organisation and management of activities

The tenderer shall provide:

- a description of the proposed approach so that the services outlined in section 3 above (terms of reference) are carried out as efficiently as possible in terms of cost, speed and quality;
- in the case of a tender being submitted by a consortium, a description of the input from each of the consortium members and the distribution and interaction of tasks and responsibilities between them;
- a description of sub-contracting arrangements foreseen, if any, with a clear indication of the tasks that will be entrusted to a sub-contractor;

4.2.3.4 Service Level Agreement (SLA)

The tenderer shall include in its Technical proposal mechanisms by which any failure and/or defect which results in the provision of the services not complying with the service levels set out in Section 3.2.3 hereabove may be compensated. The tenderer shall specify details of necessary traffic monitoring, maintenance, regular reporting, problem handling as well as escalation procedure in the case of faults and/or defects, in accordance with the provisions of Article I.9 of the draft contract.

The proposed SLA will be attached to the Contract as Annexe III.

4.2.3.5 Experience of the tenderer in the provisioning of on-line meeting solution and related services

The tenderer shall provide a minimum of three examples of similar experience. The tenderer shall indicate its role in those projects, the major issues addressed and what makes this experience particularly relevant to the scope of this call for tender.

4.2.3.6 Specific requirements

Tenderers are requested to include the following elements in their proposal:

- Overview of the function set and the edition or option by which they are delivered,
- Logical architecture,
- Requirements for client infrastructure to organise and conduct a meeting,
- Requirements for client infrastructure who participate in the meeting,
- Security requirements at the SJU site,
- Security requirements at the client site,
- Facilities to guarantee security requirements,
- Integration possibilities with MS Office 2007, VoIP and a private voice network (SITA),
- A description of the reporting facilities.

4.2.4 Financial proposal

4.2.4.1 General

Tenderers shall propose the price using the SJU WebEx usage scenario for Tender Costs Analysis (see Annexe II of the Specifications). **In no case the total price for all the services proposed by the tenderer may exceed the price indicated in Section 2.7 hereabove.**

Prices must be quoted in EURO, including the countries which are not in the euro-area. As far as the tenders of those countries are concerned, they cannot change the amount of the bid because the evolution of the exchange rate. The tenders choose the exchange rate and assume all risks for opportunities relating to the rate fluctuation.

All prices must be quoted exclusive of all taxes (VAT).

Please note that costs incurred in preparing and submitting tenders are borne by the tender and shall not be reimbursed.

In addition, the tenderer shall develop and include in the financial proposal a **milestone payment plan** in accordance with the provisions of Article I.4 of the Draft Contract attached hereto as Annexe III.

5 ASSESSMENT AND AWARD OF THE CONTRACT

5.1 General

The assessment will be strictly based on the content of the received tenders and in the light of the criteria set out herein below.

The assessment procedure will be carried out in three consecutive stages:

- Stage 1 – assessment in the light of exclusion criteria (see section 5.2 below),
- Stage 2 – assessment in the light of selection criteria (see section 5.3 below) and
- Stage 3 – assessment in the light of award criteria (see section 5.4 below).

The aim of each of these stages is:

- to check on the basis of the exclusion criteria, whether tenders can take part in the tendering procedure;
- to check on the basis of the selection criteria, the technical and professional capacity and economic and financial capacity of each tender;
- to assess on the basis of the award criteria each bid which has passed the exclusion and selection stages.

5.2 Stage 1 – Assessment in the light of exclusion criteria

To be eligible for participating in this contract award procedure, tenderers must not be in any of the following exclusion grounds:

- (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 those 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 conduct 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 SJU can justify;
- (d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;

Tenderers shall provide a **declaration on their honour** (see model in Annex I), duly signed and dated, stating that they are not in one of the situations referred to above.

Nota Bene:

The tenderer to which the contract is to be awarded shall provide, within 15 days following notification of award and preceding the signature of the contract, the following documentary proofs (**originals**) to confirm the declaration referred to above:

- For points a) and b) above a recent extract from the judicial record or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied.
- For point d) recent certificates issued by the competent authorities of the States concerned.

Where the document or certificate referred to above is not issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in its country of origin or provenance.

The SJU may waive the obligation of a tenderer to submit the documentary evidence referred to if such evidence has already been submitted to the SJU for the purposes of another procurement procedure and provided that the documents are not more than six (6) months old starting from their issuing date and that they are still valid (e.g. under requirements of national law). In such a case, the tenderer shall declare on his honour that the documentary evidence has already been provided in a previous procurement procedure (indicating the relevant reference number) and confirm that no changes in his situation have occurred.

Please refer to the following web page for additional information regarding the relevant requirements and model documents under national laws of the EU Member States:

http://ec.europa.eu/internal_market/publicprocurement/2004_18/index_en.htm.

5.3 Stage 2 – Assessment in the light of selection criteria

5.3.1 Legal capacity

Any tenderer is asked to prove that it is authorised to perform the contract under the national law as evidenced by inclusion in a trade or professional register, or a sworn declaration or certificate, membership of a specific organisation, express authorisation or entry in the VAT register.

5.3.2 Economic & Financial capacity

The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract.

Proof of economic and financial capacity may in particular be furnished by one or more of the following documents:

- appropriate statements from the banks or evidence of professional risk indemnity insurance;
- balance sheets or extracts from balance sheets for at least the last two (2) 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 and turnover concerning services/supplies covered by the contract during the last three financial years. If, for some exceptional reason which the SJU considers justified, the tenderer is unable to provide the references requested by the SJU, the tenderer may prove its economic and financial capacity by any other means which the SJU considers appropriate.

5.3.3 Technical & Professional capacity

Tenderers and their staff must prove that they have the necessary professional qualifications, experience and technical capacity to perform the contract.

At the same time fluent knowledge of English for the proposed staff (managerial staff and persons who will be responsible for carrying out the project, including those of their main sub-contractors) is a precondition of selection. To this end, the tenderers must enclose the following supporting evidence:

- A detailed account of the main current activities of the tenderer,
- The fully detailed CVs of managerial staff and the persons who will be responsible for carrying out the project (including those of the main proposed sub-contractors).

5.4 Stage 3 – Assessment in the light of award criteria-Evaluation in terms of Quality & Price

Only the offers meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price for the award of a contract.

The service contract will be awarded according to the specific criteria given below, on the basis of the economically most advantageous offer.

5.4.1 Technical evaluation – Quality assessment

The technical offer will be evaluated in accordance with the following award criteria and associated weighting:

Award criteria	Weighting
Proven experience in the provisioning of an on-line meeting solution and related services	20/100
Quality of the proposed approach, solution, tools and methodologies	20/100
Independence of the offered solution regarding the internal back-end infrastructure and the client environment (impact on client configuration of the targeted user community)	30/100
Flexibility to apply changes to offered function set, solution and service level (SLA)	10/100
Quality of the proposed technical support	15/100
Relevance and quality of the proposed optional functionalities	5/100

5.4.2 Financial evaluation

Only tenders that have reached a total score of a minimum of **70%** and a minimum score of **50 %** for each criterion will have their financial proposal evaluated.

The financial score will be calculated based on the proposed SJU WebEx usage scenario for Tender Costs Analysis as provided for in Annexe II (Sheet 1) to these Tender Specifications.

5.4.3 Ratio Quality/Price and recommendation for award of contract

5.4.3.1 Award of contract for the basic services

The contract will be awarded to the offer which offers the highest ratio quality/cost by applying the following formulae:

$\text{Ratio quality/price of tender "Y"} = \frac{\text{cheapest financial score}}{\text{financial score of tender "Y"} \times \text{total quality score for all criteria of tender "Y" (out of 100)}}$

5.4.3.2 Award of contract for the optional services

The SJU may only award a contract covering the optional services in addition to the basic services to the tenderer which offers the highest ratio quality/cost.

The SJU reserves the right however not to purchase the optional services described under Section 3.2.2 hereabove or to purchase only part of them.

ANNEXE I - DECLARATION ON HONOUR

*To be completed and signed by the tenderer
(and in case of a Consortium, by each Consortium member)*

The undersigned:

Name of the individual/company/ organisation:

Legal address:

Registration number/ID Card No.:

VAT number:

Declares on oath that the individual/company/organisation mentioned above is not in any of the situations mentioned below:

- 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 those 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 conduct by a judgement which has the force of *res judicata*;
- c) they have been guilty of grave professional misconduct proven by any means which the SJU can justify;
- d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;

I the undersigned understand that contracts may not be awarded if during the procurement procedure the individual/company/organisation mentioned above:

- is subject to a conflict of interest;
- is guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information;

Full name:

Date & Signature:

ANNEXE II – TEMPLATE “SJU WebEx usage scenario for Tender Costs Analysis”

**(Annexed as Microsoft Office Excel document and including sheet 1”Scenario” and sheet 2
“Instructions”)**

ANNEXE III – DRAFT SERVICE CONTRACT

(Available in PDF format at: <http://www.sesarju.eu/about/procurement>)