



SPECIFICATIONS ATTACHED TO THE INVITATION TO TENDER

SJU/LC/0009-CFP

**PROCUREMENT OF VOICE TELEPHONE SYSTEM AND RELATED SERVICES FOR SESAR
JU NEW PREMISES**

TABLE OF CONTENT

| | | |
|----------|---|----|
| 1. | INTRODUCTION..... | 5 |
| 2. | OVERVIEW OF THIS TENDER | 5 |
| 2.1. | DESCRIPTION OF THE CONTRACT | 5 |
| 2.2. | TIMETABLE..... | 5 |
| 2.3. | PARTICIPATION IN THE TENDER PROCEDURE..... | 6 |
| 2.4. | PARTICIPATION OF CONSORTIA- JOINT TENDERS..... | 6 |
| 2.5. | SUB-CONTRACTING..... | 6 |
| 2.6. | CONTACTS BETWEEN THE SJU AND THE TENDERERS | 7 |
| 2.6.1. | BEFORE THE OPENING OF THE OFFERS..... | 7 |
| 2.6.2. | AFTER THE OPENING OF THE OFFERS | 7 |
| 2.7. | PERIOD DURING WHICH THE TENDERS ARE BINDING | 8 |
| 2.8. | CONTRACT PROVISIONS..... | 8 |
| 3. | TERMS OF REFERENCE | 8 |
| 3.1. | DESCRIPTION OF MANDATORY SERVICES COVERED BY THIS CALL FOR TENDER..... | 8 |
| 3.1.1. | SUMMARY..... | 8 |
| 3.1.2. | WORK PACKAGE 1: PROVISION AND INSTALLATION OF THE NEW TELEPHONE SYSTEM | 9 |
| 3.1.2.1. | GENERAL..... | 9 |
| 3.1.2.2. | CONNECTIONS AND STANDARDS | 9 |
| 3.1.2.3. | INTERFACE CARDS | 10 |
| 3.1.2.4. | EXTENDED REQUIREMENTS | 18 |
| 3.1.3. | WORK PACKAGE 2: PROVISION AND INSTALLATION OF THE NEW TELEPHONES | 18 |
| 3.1.3.1. | GENERAL..... | 18 |
| 3.1.3.2. | ANALOGUE TELEPHONES | 18 |
| 3.1.3.3. | IP TELEPHONES..... | 19 |
| 3.1.3.4. | VOICE MAIL | 20 |
| 3.1.3.5. | SYSTEM MANAGEMENT | 21 |
| 3.1.4. | WORK PACKAGE 3: MAINTENANCE SERVICES, TRAINING AND DOCUMENTATION..... | 23 |
| 3.1.4.1. | MAINTENANCE | 23 |
| 3.1.4.2. | TRAINING..... | 24 |
| 3.1.4.3. | GUARANTEE | 25 |
| 3.1.4.4. | SERVICE LEVEL AGREEMENT (SLA) | 25 |
| 3.2. | DESCRIPTION OF OPTIONAL SERVICES COVERED BY THIS CALL FOR TENDER: WORK PACKAGE 4 - TELEPHONE AND INTERNET CONNECTIVITY SERVICES..... | 27 |
| 3.2.1. | LOT 1 - INTERNET SERVICES REQUIREMENTS | 27 |
| 3.2.2. | LOT 2 - VOICE OVER IP SERVICES REQUIREMENTS..... | 28 |
| 3.2.3. | SERVICE LEVEL REQUIREMENTS..... | 28 |
| 3.3. | DURATION OF THE CONTRACT | 29 |
| 3.4. | PLACE OF EXECUTION OF THE CONTRACT | 29 |
| 4. | FORM AND CONTENT OF THE OFFER | 29 |
| 4.1. | GENERAL | 29 |
| 4.1.1. | FORMAT OF THE OFFERS | 29 |
| 4.1.2. | IDENTIFICATION OF THE ORIGINAL OFFER | 30 |
| 4.1.3. | PRACTICAL PROCEDURE..... | 30 |
| 4.2. | STRUCTURE OF THE TENDER..... | 30 |
| 4.2.1. | COVER LETTER..... | 30 |
| 4.2.2. | VOLUME 1 - ADMINISTRATIVE PROPOSAL..... | 30 |
| 4.2.3. | VOLUME 2 - TECHNICAL PROPOSAL..... | 31 |

| | | |
|----------|--|----|
| 4.2.3.1. | GENERAL | 31 |
| 4.2.3.2. | TENDERER'S UNDERSTANDING OF THE CALL FOR TENDER | 31 |
| 4.2.3.3. | ORGANISATION AND MANAGEMENT OF THE ACTIVITIES | 31 |
| 4.2.3.4. | ADDITIONAL REQUIREMENTS FOR THE OPTIONAL SERVICES (WORK PACKAGE 4) | 32 |
| 4.2.4. | VOLUME 3 - FINANCIAL PROPOSAL | 32 |
| 4.2.4.1. | GENERAL | 32 |
| 4.2.4.2. | WORK PACKAGES 1, 2 AND 3 (MANDATORY SERVICES) | 33 |
| 4.2.4.3. | WORK PACKAGE 4 (OPTIONAL SERVICES) | 33 |
| 5. | ASSESSMENT AND AWARD OF THE CONTRACT | 34 |
| 5.1. | GENERAL | 34 |
| 5.2. | STAGE 1 – ASSESSMENT IN THE LIGHT OF EXCLUSION CRITERIA | 34 |
| 5.3. | STAGE 2 – ASSESSMENT IN THE LIGHT OF SELECTION CRITERIA | 35 |
| 5.3.1. | LEGAL CAPACITY | 35 |
| 5.3.2. | ECONOMIC AND FINANCIAL CAPACITY | 35 |
| 5.3.3. | TECHNICAL AND PROFESSIONAL CAPACITY | 36 |
| 5.4. | STAGE 3 – ASSESSMENT IN THE LIGHT OF AWARD CRITERIA-EVALUATION IN TERMS OF QUALITY & PRICE | 36 |
| 5.4.1. | TECHNICAL EVALUATION - QUALITY ASSESSMENT | 36 |
| 5.4.1.1. | MANDATORY SERVICES | 36 |
| 5.4.1.2. | OPTIONAL SERVICES | 37 |
| 5.4.2. | FINANCIAL EVALUATION | 38 |
| 5.4.2.1. | FOR MANDATORY SERVICES | 38 |
| 5.4.2.2. | FOR OPTIONAL SERVICES | 38 |
| 5.4.3. | RECOMMENDATION OF AWARD OF THE CONTRACT | 38 |
| 5.4.3.1. | AWARD OF THE CONTRACT FOR THE MANDATORY SERVICES | 38 |
| 5.4.3.2. | AWARD OF THE CONTRACT FOR THE OPTIONAL SERVICES | 39 |
| | ANNEX I - | 40 |
| | PLANS OF THE PREMISES | 40 |
| | ANNEX II - IDENTIFICATION OF THE TENDERER | 41 |
| | ANNEX III - | 42 |
| | FINANCIAL IDENTIFICATION | 42 |
| | ANNEX IV- DECLARATION ON HONOUR | 43 |
| | ANNEX V - | 44 |
| | DRAFT SERVICE CONTRACT | 44 |

1. INTRODUCTION

SESAR® (Single European Sky ATM Research) is a programme that aims at developing a new generation of Air Traffic Management (ATM) system in Europe. SESAR is set up in three phases: a definition phase (2004-2008), a development phase (2009-2013) and a deployment phase (2014-2020):

The mission of the SESAR Joint Undertaking, created under Article 171 of the Treaty establishing the European Community, is to ensure the modernisation of the European air traffic management system by coordinating and concentrating all relevant research and development efforts undertaken by its members.

The SESAR Joint Undertaking hereunder referred to as the "SJU", will move to new premise located in Brussels, Belgium, at the end of April 2009, where no telephone system exists. The cabling will be completed by the end of March 2009. The SJU is therefore publishing this call for tender for the provision of a completely new telephone system and related services.

2. OVERVIEW OF THIS TENDER

2.1. DESCRIPTION OF THE CONTRACT

The purpose of this call for tender is to **award a service contract for the provision, installation, maintenance and operation of a new voice telephone system and new telephones** for the SJU.

The services required by the SJU under this contract are described in the Terms of reference in Section 3 below.

2.2. TIMETABLE

| Milestones | Deadline |
|---|--|
| Launch of this call for tender | 9 January 2009 |
| Deadline for requesting additional information/ clarifications from the SJU | No later than 15 calendar days before the closing date for submission of tenders |
| Last date on which clarifications are issued by SJU | No later than 6 calendar days before the closing date for submission of tenders |
| Closing date for submission of tenders | 2 March 2009 |
| Notification of contract award | March 2009 (<i>Estimate</i>) |
| Contract signature | After standstill period of at least 14 calendar days following the date on which notification of the contract award decision is sent |

2.3. PARTICIPATION IN THE TENDER PROCEDURE

This procurement procedure is open to any natural or legal person wishing to bid for the assignment and established in the EU or the ECAC countries.

In addition, 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 tenderer 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.

2.4. PARTICIPATION OF CONSORTIA- JOINT TENDERS

Consortia may submit a tender on condition that they comply with the rules of competition.

A consortium may be a permanent, legally-established grouping or a grouping which has been constituted informally for a specific tender procedure.

Such grouping (or consortia) must specify the company or person heading the project (the leader) and must also submit a copy of the document authorising this company or person to submit a tender.

All members of a consortium (i.e., the leader and all other members) are **jointly and severally liable to the SJU**. Therefore, tenders stating that:

- one of the member of the consortium will be responsible for some part of the contract and another one for the other part, or
- more than one contract should be signed if the joint tender is successful, are incompatible with the principle of joint and several liability.

The SJU will consequently disregard any such statement contained in a tender and reserves the right to reject such offers without further evaluation on the grounds that they do not comply with the call for tender specifications.

In addition, each member of the consortium must provide the required evidence for the exclusion and selection criteria (see Sections 5.2 and 5.3 of these tender specifications).

Concerning the selection criteria “technical and professional capacity”, the evidence provided by each member of the consortium will be checked to ensure that the consortium as a whole fulfils the criteria.

The participation of an ineligible person will result in the automatic exclusion of that person. In particular, if that ineligible person belongs to a consortium, the whole consortium will be excluded.

2.5. SUB-CONTRACTING

Sub-contracting is allowed under this tender procedure.

The tenderer 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 tenderer must furnish a statement guaranteeing the eligibility of the sub-contractor.

If the identity of the sub-contractor(s) is not known at the time of submitting the tender, the tenderer 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.

2.6. CONTACTS BETWEEN THE SJU AND THE TENDERERS

2.6.1. Before the opening of the offers

Upon request of the tenderers, the SJU may provide additional information solely for the purpose of clarifying the content of this call for tender. Any request for additional information must be made by e-mail at the following e-mail address: procurement@sesarju.eu or by fax at the following number: +32.2.507.80.01. Request for additional information should indicate the reference number of the call for tender and its title.

Requests for additional information received after the date mentioned in the timetable (Section 2.2. hereabove) will not be processed.

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

Any additional information will be published on the SJU website http://www.sesarju.eu/public/standard_page/procurement.html. The tenderer must ensure that they visit regularly these websites for updates.

2.6.2. After the opening of the offers

If, after the offers have been opened, some clarification is required in connection with a tender, or if obvious clerical errors in the submitted offer must be corrected, the SJU may contact in writing the tenderer. Such contact may not lead to any alteration of the terms of the submitted offer since the submitted offers will be considered by the SJU as final and will not be subject to change or negotiation. Any clarification to be provided in this context by the tenderer shall not involve substantial changes to the basic features of the tender submitted.

2.7. PERIOD DURING WHICH THE TENDERS ARE BINDING

The period of validity of the tenders, during which candidate members 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 tenderer to extend the period of validity of its tender for a specific number of days, which may not exceed forty (40) days.

The selected tenderer 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.

2.8. CONTRACT PROVISIONS

In drawing up its tender, the tenderer should bear in mind the provisions of the draft service contract (see Annex IV to these tender specifications).

3. TERMS OF REFERENCE

The Terms of Reference will become part of the contract that may be awarded as a result of this call for tender.

The services to be provided under the contract are divided into **three mandatory work packages**:

- Work Package 1: Provision and installation of the new telephone system
- Work Package 2: Provision and installation of the new telephones
- Work Package 3: Maintenance services, training and documentation

and one optional:

- Work Package 4: Telephone and Internet connectivity services

The tenderer may submit an offer which either:

- **only covers the three mandatory Work Packages, or**
- **covers the three mandatory Work Packages and the optional one.**

3.1. DESCRIPTION OF MANDATORY SERVICES COVERED BY THIS CALL FOR TENDER

3.1.1. Summary

Within the scope of the present specifications, the supplier shall be exclusively responsible, in exchange for the overall price agreed, for all the necessary services and supplies so that the installations meet the conditions laid down in the present document. For ease, this new telephone system will always be referred to as "PABX".

The PABX shall be installed in the IT room on the 4th floor of the SJU new premises (see Annex I – Plans of the new premises).

The new system shall be able to support:

- unified messaging,
- the connection to the alarm system,
- the use with a video conference system.

Given that we are investing today in a communication platform for future years, it is important to know how the system will subsequently evolve in capacity and functionality. It is important to know what development is planned in the medium term, which multimedia and applications interfaces shall be offered, etc. Therefore, the proposal shall describe the planned development of the system proposed.

3.1.2. Work Package 1: Provision and installation of the new telephone system

3.1.2.1. General

The installation shall comprise the supply, setting-up, connection and commissioning of a telephone exchange with at least the following functions:

The exchange shall form part of a homogeneous and modular range, with systems of 50 to maximum 100 subscriber connections, software, management and telephone functions identical for the whole of the range.

It shall be possible to install the exchange in an area without the installation of special air conditioning.

Preferably, an exchange without forced cooling (fan) should be proposed.

All the modules shall be accessible from the front so that they can be replaced without moving the exchange.

The exchange and all the telephones and server(s) supplied shall be approved and conform to EC standards.

3.1.2.2. Connections and standards

The exchange shall be in conformity with international standards as regards to the connection of peripherals and links with computer applications.

It should be possible if deemed necessary, to make use of other equipment and applications not specific to the contractor, through the use of standardised interfaces and protocols.

The tenderer shall describe which interfaces the exchange supports for:

- IP connections
- ISDN connections
- connection of cordless terminals
- linking with information processing systems for CTI applications
- others

3.1.2.3. Interface cards

a) General

The proposed exchange shall be entirely modular, meaning that it shall be possible to house any type of interface card in the exchange, irrespective of the location.

The replacement of an analogue interface card with a digital card or a subscriber card with a network card or vice versa shall always be possible without the need for any adaptation of the exchange's hardware.

b) Connection of digital subscribers

The exchange should offer ISDN internal subscriber.

For connecting its own equipment to the system, the tenderer may use his own particular protocol (to be specified). It shall be possible to jointly use one of his own protocols and any other protocol (if needed in the future) on the same physical line, for connecting a PC with an ISDN card, an ISDN fax, etc.

c) Connection of analogue subscribers

It shall always be possible to directly connect traditional analogue telephones. Analogue connections shall automatically recognise whether a multi-frequency (DTMF) or pulse dialling telephone is involved.

d) Specific connection for data transmission equipment

The proposed exchanges shall internally support both BRI (S0) and PRI (S2) interfaces to allow the connection of ISDN data equipment such as an ISDN router or a videoconferencing system.

A BRI connection shall be possible on the same physical line as the digital system telephone to ensure a temporary or definitive flexible connection.

e) Final capacity

The exchange shall have a minimum final capacity of 100 subscriber connections, regardless of whether the subscribers are IP, analogue or digital.

f) Safety measures, protection against failures

Power supply

The proposed exchange shall be delivered with a backup battery providing autonomous operation of at least 4 hours. Switching to the backup battery shall be indicated by a warning message generated both on the local service terminal and at the supplier's service centre.

The operating systems present in the telephone exchange which are prone to power failures (e.g. Unix), shall automatically be shut down before the battery is completely exhausted to prevent the corruption of opened files.

The tenderer shall describe any additional redundancies of the power supply and the possible warnings available in the proposed equipment.

Software and data bank

The exchange shall be loaded from a hard disk. This hard disk shall also store the customer's data.

In addition to the hard disk, the equipment proposed shall have a removable and exchangeable backup facility (type to be described). It shall be possible to make a backup copy on an information storage medium which can be kept in a separate place in order to safeguard data in the event of serious problems (e. g. fire).

Similarly, in the event of failure of the main storage unit (hard disk, etc.), the exchange shall be able to work from a backup tool, even in the case of the complete restarting of the system.

The tenderer supplier shall describe the procedure to be followed.

Automatic error messages

The exchange's major error messages should be directly and automatically transferred to the supplier for diagnosis and remote trouble-shooting. However, the individual transmission of less important error messages shall be avoided so as not to give rise to needless communication costs.

The tenderer supplier shall describe the possibilities of directly transmitting error messages.

g) Processing outgoing calls

Classes of services

It shall be possible to assign a class of service to each subscriber. At least the following classes of service shall be included:

- Restricted access to internal traffic
- Solely inter-zone calls
- National calls
- International calls

Routing criteria

It shall be possible to route calls according to at least the following criteria:

- Recipient's number
- Time of day
- Subscriber's class of service
- Communication service used: different routes for speech and ISDN data traffic. It shall be possible to prevent the routing of data traffic by non-ISDN links.

The choice of link (private network, access supplier 1 or 2) shall always be made according to the least expensive route. If this route is saturated, it shall be possible to choose an alternate route automatically.

The tenderer supplier shall describe in detail the proposed function.

Selection of different access suppliers

In case several access suppliers are connected directly to the exchange, it shall be possible to select the most advantageous access supplier via the choice of physical network line.

If the least expensive access supplier is accessible via a second access supplier (e.g. MCI Worldcom or Belgacom), it shall be possible to make the selection automatically via the 'carrier selection' (prefix) function or via least-cost routing in three stages:

- First, the number of the access supplier selected shall be automatically called and the dialling tone is then awaited
- After receiving the tone, there is a change-over to DTMF Q.23 frequencies and a personal identification code shall be sent to the access supplier
- After receiving a new acknowledgement tone (identification OK), the complete number of the recipient shall be sent.

Calls to mobile (GSM) subscribers

The exchange shall offer the possibility to have direct GSM access for 4 simultaneous calls or via a PRA direct line so that calls to mobile subscribers are sent directly to the GSM network without making use of the fixed telephone network, in order to benefit from the most advantageous mobile-to-mobile tariff. If all the channels are engaged, the call shall be automatically routed via the normal network.

h) Functions

Operator's telephone

There will be no receptionist but the phones should allow 5 administrative staff to intercept calls when necessary. Therefore, 5 telephones shall have the following specifications and/or functionality:

- Standard PC based with flat screen
- One wireless head set per user (optional)
- Different ringing for internal and external calls
- Set up of volume and tone of the ring
- Pop up window (on computer screen) coming as soon as an incoming call is present
- Quick directory search in the operator program
- Display the status of the selected extension (free or busy)
- Transfer the call by clicking to a button
- Allow at least 2 simultaneous lines
- Minimum 20 programmable fields per position (E.G. to call taxi ...)
- Display the name of the internal caller and of an external caller if the number is in the directory
- Display the number of the external caller if available
- Straight voice mail deposit to an extension
- Switch to announcement during night time (the time and the message are changeable).

Direct inward dialling

It shall be possible to reach all the telephones from the outside without the intervention of the switchboard operator. For certain telephones, it shall be possible to block this direct dialling.

Restricted access

It shall be possible to program the exchange in such a way that specific telephones or groups of telephones cannot call other telephones directly, call outside the site, call other zones or make international calls. This restriction shall only apply in one direction, whereas access shall remain unlimited in the other direction.

Music for callers on hold

The exchange shall play music while callers are on hold. This music should be stored in digital form and it shall be possible to change it by the user.

In addition, the system shall offer the possibility of interrupting the music with spoken messages at set intervals.

It shall be possible to activate automatically and manually a second message indicating a number to contact outside office hours.

Individual abbreviated dialling

All users shall have a minimum of 10 abbreviated personal numbers, programmable by the users themselves. Each number should comprise up to 22 digits.

This abbreviated numbering shall be retained following a power failure or in the event of disconnection/replacement of a telephone.

Centralised abbreviated dialling

The central memory for the abbreviated numbering shall be sized to handle a minimum of 3,000 numbers, which shall be able to be divided into a minimum of 16 groups.

Digital buttons

It shall be possible to program the digital buttons in the case of digital telephones. When this type of button is pressed, the stored number shall be automatically dialled. Any call in progress shall be automatically put on hold.

VIP line indicator

The exchange shall offer the facility of programming digital buttons with a light indicating that subscribers dialled are engaged. The purpose is not only to have an overview of the status of telephones, but also to be able to reach them direct without rerouting.

- On telephones, it shall be possible to have an overview of 10 telephones (provided that the telephones have a sufficient number of buttons)
- By pressing this button, the programmed number shall be called directly without taking into account the recipient's call diversion
- The call shall be signalled on this telephone by means of a special tone
- If the telephone dialled is engaged, a visual or audible call-waiting signal shall be emitted
- When this button is pressed, any call in progress shall automatically be put on hold.

Call on loudspeaker

It should be possible for persons called to speak directly to their caller via the loudspeaker of their digital telephone (intercom). The person called in this way shall be able to reply without having to press a button if he/she has a hands-free telephone. In all cases, he/she shall hear a warning tone at the beginning of the intercom call.

The subscriber called shall clear this function on his/her telephone, otherwise intercom calls will occur on his/her telephone as the default mode.

Time-delayed hotline (emergency calls)

When the handset of a telephone equipped with this function is unhooked but no number is dialled within a set time, the programmed number shall be automatically called, so that the operator's telephone, an internal number or external number may be reached.

Number redial

If a call is not connected (engaged or no reply), it shall be possible for the caller to directly repeat the number or to store it in memory.

The caller shall have the choice between automatic storage of the last number dialled and storage of a number on the user's initiative.

Number redial following an incoming call

When the caller's number is indicated (internal or external call), the user shall have the possibility of storing it and automatically redialling it to call back later the person that telephoned. The exchange shall ensure that this number is always correct irrespective of the area of origin.

Automatic ring-back when engaged

If, after dialling an internal number, a subscriber discovers that the telephone is engaged, he/she shall be able to book a call.

As soon as the person called hangs up, the caller's telephone shall ring and the call can be connected. This ring-back facility shall be provided on the telephone which initiated the call, even if it has been diverted in the meantime.

Automatic ring-back in the event of absence

When a subscriber receives no reply from a person that has been phoned internally (on the network), he/she shall be able to book a call.

As soon as the person called, on return to his/her post, completes his/her first call, the telephone which booked the call shall start to ring. When the person called hangs up, his/her telephone also rings and the call can take place. This ring-back facility shall be provided on the telephone which initiated the call, even if it has been diverted in the meantime.

Subscribers who have booked several calls shall be able to check the calls booked and specify a ring-back order.

Subscribers shall be able to review the calls that they have booked and to erase them selectively.

Call transfer

It shall be possible to transfer a call by dialling the person's number and simply hanging up the handset.

In the absence of a reply from the person called, it shall be possible to redirect the call after a time-out back to the telephone which transferred it originally.

In addition, it shall be possible to transfer an outside call to an external recipient.

Call diversion

The system shall make it possible to divert calls as follows:

- Divert all calls
- Divert call if telephone is engaged
- Divert call if no reply

Calls shall be diverted to a pre-programmed number. Alternatively, the subscriber shall be able to enter another destination number. In the case of a call being diverted to a subscriber in the network, the name of the recipient shall be displayed on the screen of telephones while the function is activated.

When a call made to a telephone is diverted, it shall be possible for a user of a telephone with a screen to see the name of the person rung originally and the name of the recipient of the diversion.

On the other hand, when one receives a diverted call on one's telephone, the screen of the telephone shall display the name of the person who diverted the call from his/her telephone and the original caller (provided the name and respective number have been stored).

For selected telephones, call diversion to external destinations shall be possible, but only to numbers for which the telephone has access authorisation.

Call diversion to other services

Call diversion shall also be possible for non-voice services such as fax and ISDN data (videoconferencing, etc.). It shall be possible to activate this diversion from another telephone without the intervention of the system administrator.

Remote activation of call diversion

It shall be possible, from a telephone with the appropriate class of service, to intercept the call diversion of another telephone (or of one's own telephone from another location) and to change it to any other number. However, this function shall be protected by a personal password for each telephone to be diverted.

This shall be possible without any preparations on the telephone to be diverted.

"Follow-me" option

Certain subscribers shall have the possibility of making their calls follow them on any telephone of the exchange by entering a personal code.

This shall be possible without any preparations on one's own telephone.

This function shall work with the DECT system and the Voice Mail.

Personal identification code

Subscribers who have a personal identification code shall be able to identify themselves on any telephone of the exchange. After identification they shall have the same access, via the telephone used, to the network as that which is provided in their normal class of service. In addition, the telephone charges shall be applied to their own telephone number.

After identification on this temporary telephone, they shall have at their disposal the same abbreviated numbers, both general and personal, as on their own work telephone.

The tenderer supplier shall describe any additional possibilities for the mobile identification of subscribers.

Private and business calls

The system shall allow all users (to be defined) to call any number independently of their access and class of service after having dial the prefix for private calls followed by their personal PIN code. These calls shall be recorded in the call logging system as private calls.

The same method shall be available for business calls but using a different prefix.

Telephone conference

The exchange should make it possible to set up a conference with up to 7 internal and/or external participants. A simple conference with 3 participants including 2 external participants shall be possible for all subscribers.

The following facilities shall be provided:

- Setting up the conference call shall be menu-driven.

- The initiator or 'master' of the conference shall at any time be able to selectively eliminate participants from the conference. Preferably, this shall be done after checking the subscribers' names and not via an encrypted numerical code.
- It shall be possible to set up the conference by an assistant (e.g. a secretary) who will transfer the call to another subscriber of the exchange when all the participants are present.

This facility shall be provided for a minimum of 3 simultaneous conferences without the participants being known in advance in the exchange.

Locking of telephones

Each subscriber shall have the possibility of locking his/her telephone for external outgoing calls by entering a personal code.

Alternatively, it shall be possible to lock all the telephones of a specific group, from a given time, for outgoing international traffic. This time shall be adjustable on a daily basis. In the morning, the telephones shall be automatically released.

By entering their personal identification code, any users still present shall nevertheless be able to make outgoing communications to zones to which they normally have access during the day.

Calls signals

Internal and external calls shall be indicated by different tones.

Handset off the hook

When a subscriber fails to properly replace the handset of his/her telephone, the telephone shall be automatically released by the exchange after a time-out in order to ensure accessibility.

Vocal guide

A vocal guide stating the procedure to be followed shall be connected to the system. These messages shall be available in French, Dutch and in English.

Provision of fax server system

A fax server shall be connected to the new PABX.

The tenderer supplier shall describe how he will connect the fax server (cable, length, interface) or whether it is integrated.

i) Unified messaging

The system proposed shall be able to support the unified messaging solution, this mean the integration of voice mail with outlook, and the integration of a fax server with outlook.

It shall be possible to listen, save and delete voice mail from outlook.

The tenderer supplier shall describe the functions proposed.

j) Alarm server

It shall be possible to connect the building management system to an alarm server, this server shall send SMS message to GSM or message to phones depending on the alarm, the date and time and a predefined table.

It shall be possible to differentiate between different alarms.

The connection between the building management system and the alarm server should be realised through dry contact or by using a database shared by the systems (in MS Access).

The tenderer supplier shall describe the functions proposed.

k) Call monitoring

It shall be possible to have a call monitoring on the system proposed. The call monitoring proposed shall show at least the following statistics:

- Total number of calls.
- Number of calls abandoned + cause and time before hanging.
- Mean time to answer.
- Mean time to abandon.
- Occupation mean time of the call centre (all agent busy).
- Real time monitoring on PC.
- The observation period is changeable, programmable, and the statistics can be produced and sent automatically via E-mail to some persons.

It shall be possible to have at least the following statistics per agent in the call centre :

- Number of answered calls.
- Number of calls initiated.
- Logging time in the call centre.
- Off hook time.
- Mean time per call.
- The observation period is changeable, programmable, and the statistics can be produced and sent automatically via E-mail to some persons.
- The tenderer supplier shall describe the solution proposed.

3.1.2.4. Extended requirements

a) Tele-working

The solution proposed shall offer a solution for tele-working. It shall be possible to re-route calls for the tele-worker home, on a GSM or to another number following user information and logging information. The exchange shall enable a VPN connection.

The tenderer supplier shall describe the solution proposed.

b) Computer Telephony Integration (CTI)

The CTI function shall be possible on the proposed exchange but will be subject of a further case by case study (option).

The tenderer supplier shall describe the basic CTI functionality's offered by the proposed system.

3.1.2.1. Schedule for delivery

The deliverables under Work Package 1 are due by the end of April 2009.

3.1.3. Work Package 2: Provision and installation of the new telephones

3.1.3.1. General

The telecommunications system shall allow the connection of IP, analogue and digital telephone systems. It shall be possible to adapt the exchange in a modular fashion to the desired configuration.

The IP/analogue/digital ratio shall be freely determinable, without reducing the final capacity of the system.

All systems shall be able to be connected to the exchange via a standard 2-wire telephone cable.

The quantity of telephones to be supplied is the following:

- 60 IP phones,
- 3 analogue phones and
- 4 digital phones (for corridors, emergency)

3.1.3.2. Analogue telephones

The exchange shall accept the connection of analogue telephones to be connected. The analogue telephones offered shall: have a memory (direct or indirect) for a minimum of 10 numbers, be compatible DTMF, offer the possibility to change the volume and ringing tone, have a loudspeaker and the hands-free function. These telephones shall be usable as desk-top or wall-mounted models.

3.1.3.3. IP telephones

General

The exchange shall enable IP telephones to be connected.

The moving of IP telephones (including the name, number, assignment of buttons, class of service etc.) shall be easy for the user him/herself to carry out. The functions and the programming of buttons of digital telephones shall be automatically carried forward to the new location.

The contractor shall describe in detail the procedure to be followed.

Type 1: Standard telephone

It shall be possible to connect basic telephones with a screen to the exchange and shall be equipped with the following minimum functions:

- 12 buttons with letters intended for the use of certain specific external applications such as voice mail,
- a minimum of 3 freely programmable buttons for basic functions such as transferring, putting on hold, etc.,
- adjustment of ringing tone ,
- loudspeaker and hands-free equipment.

Apart from the basic functions described above, the standard telephone shall have a:

- mobile screen with a minimum of 2 lines of 20 characters indicating all sorts of information sent by the exchange in clearly legible language (no abbreviations) such as:
 - § displaying the telephone number, date and time in the rest position, to order from the exchange
 - § displaying the caller's name and number, to order from the exchange
 - § interactive menus and facilities
 - § a minimum of 12 programmable buttons according to the principle of 1 button = 1 function
 - § adjusting the volume and tone of the ring, and the speech volume from the telephone
 - § loudspeaker and hands-free equipment
 - § using the exchange's facilities via an interactive menu instead of function codes or buttons
 - § programming of telephone from the telephone (by the user) via an interactive menu or via the exchange management system
 - § possibility of manager-secretary functions (see below)
 - § mute button.

Type 2: De luxe telephone

In addition to the functions of the standard telephone described above, the de luxe telephone shall offer the following functions:

- a screen with a minimum of 5 lines
- an alphanumeric keypad and a memory for 100 phone numbers
- a personal telephone directory consisting of a minimum of 50 names
- extendible in modular form with connections for ISDN So applications, CTI, headsets, etc. (see below). The telephone shall also be extendible via an additional tabulator in order to have additional programmable buttons.

Manager-secretary facilities

In addition to the functions described in Functions, specific manager-secretary facilities shall be available. A private line shall be available on all phones.

The manager-secretary function shall enable the secretary to see the manager's telephone status and to filter the calls made to him/her. Configurations of a minimum of 5 managers – 5 secretaries shall be possible.

The following facilities shall be available

- filtering of internal and outside calls
- activation/de-activation of filtering both by the manager and by the secretary
- viewing the engaged status or otherwise of the other party
- button denoting the secretary's absence or replacement
- direct call via loudspeaker between the manager and secretary (intercom).

3.1.3.4. Voice Mail

Dimension of the voice mail

The voice mail foreseen shall be dimensioned for 60 users with the adequate simultaneous access.

Use of voice mail

The voice mail function shall have the possibility, while users are absent or when they are engaged, of automatically recording in their mailbox calls which are made to them. The date and time shall also be recorded in the system. Calls may be monitored by means of an individual access code, from an internal or external telephone.

To facilitate more intensive use of the facilities, the voice mail shall give clear instructions for use, utilising a menu tree structure. This spoken guide shall list the possibilities for the user, taking into account his/her class of service. It shall be possible to select the language for the instructions for each telephone (the spoken guide shall be in French and English).

The following functions shall be supported by voice mail:

- recording/monitoring/storing of messages
- recording of personal messages, distinguishing between internal and outside calls
- internal signalling to the user related to the presence of a new voice message in his/her mailbox, either by illuminating the mailbox indicator light on his/her internal telephone or by emitting an audible message when the handset is picked up.
- possibility of forwarding an outside call to a predefined number (telephone, mobile, pager) when a new voice message is received in the mailbox of a user. It shall be possible to define when (time and date) this has to be prevented. It shall be possible to install a minimum of two time plans.
- sending a specific SMS message to the mobile telephone of a user when a new message is received in the mailbox
- warning via a message when the mailbox is full or is not accepting messages.
- increasing/reducing the volume and speed of retrieval of a recorded message
- fast forwarding/rewinding during the retrieval of a recorded message
- personal distribution lists with a minimum of 15 addresses per list
- It shall be possible to set up a common mailbox for a minimum of 4 telephones
- automatic switchover of a telephone to voice mail according to the date and time; each user shall be able to change the timetable

- it should be possible for the caller to receive a virtual welcome, even if the called person is engaged, inviting him/her to leave a message, to hold on or other options.

After a given number of unsuccessful attempts to gain access, the mailbox shall be blocked by the voice mail system. Outside calls shall then be automatically diverted to the operator.

3.1.3.5. System management

General

- A network management system shall be proposed as part of the solution offered and quoted.
- 1 management station shall be delivered with colour printer.
- The management station shall be connected to the PABX using the Ethernet LAN.
- The management of the system shall be entirely based on the menu-driven Windows operating system or on Unix.

Management of configuration data

- The configuration of the subscribers shall be managed from a central PC/laptop. This PC/laptop shall enable daily configuration changes to be made in a user-friendly manner.
- The following operations at least shall be supported via a menu:
 - § Programming IP, analogue, digital and cordless telephones
 - § Managing names and numbers of subscribers
 - § Management of abbreviated dialling for the whole exchange and individual subscribers
 - § Management of the different classes of service for access to the network
 - § Management of groups: line group, call interception, manager-secretary
 - § Programming call diversion destinations
 - § Moving telephones. The complete programming of the telephone including the group circuits and the programming buttons shall be automatically transferred to the new location
 - § Management of the routing plan in the case of least cost routing
 - § The programming of buttons deserves particular attention. The function buttons shall be programmable in a centralised way and with the use of templates.

Analysis of call data

- Available charging data
 - § It shall be possible with the exchange to freely define the charging data generated (content, length, arrangement and order of different fields) in order to adapt to the different processing systems.
 - § The data shall be available on a screen, file or printer. In the event of a break in the link between the exchange and the processing and storage system, the data shall be retained for a minimum of one full day in a buffer

- memory. When the link is restored, the data stored in the buffer memory shall be automatically transmitted.
- § The following fields shall at least be available:
 - a) Telephone number
 - b) Identification of exchange
 - c) Date and time of call
 - d) Duration of call
 - e) Response time (ringing period)
 - f) Communication service used (voice, fax, ISDN data, etc.)
 - g) Project code
 - h) Routing code
 - i) Network line number
 - j) Number of charging pulses
 - k) Cost in euros
 - § The exchange shall be compatible with the ETSI Advice Of Charge definitions for ISDN (AOC-E and/or AOC-D, indicated in Euros by the network).
 - § It shall be possible to monitor online all outgoing calls with at least the origin number, the destination number and the cost.
- On-line display of call costs
- § On telephones provided with a screen, it shall be possible for any user to see on line, during the communication, how much the call charges are. The charging pulses of the public network shall be used as the basis, multiplied by an adjustable amount per pulse.
 - § In the case of a consultation call with two external partners, the screen shall display the total cost of the two communications.

Security against loss of charging data

- The exchange shall offer at least one of the following options in order to prevent the loss of charging data:
 - Continuous parallel transfer of charging data to an internal backup medium in the exchange (e.g. system hard disk)
 - Automatic switching to a backup option when the buffer memory is completely full or when the primary publishing unit is defective (e.g. break in link with the cost recording system).

3.1.3.6. Schedule for delivery

The deliverables under Work Package 1 are due by the end of April 2009.

3.1.4. Work Package 3: Maintenance services, training and documentation

3.1.4.1. Maintenance

General

The maintenance services proposed shall cover at least preventive and corrective maintenance.

Maintenance activities shall be carried out by qualified personnel.

The training of technicians shall have been given by a training centre approved by the contractor.

On request, the contractor shall be able to provide evidence of his statements.

Preventive maintenance

Preventive maintenance shall be scheduled in accordance with the specificity of the system. The following activities shall form part of the preventive maintenance:

- Backing up the files of the basic system
- Backing up the configuration database
- Backing up the PC-based peripheral systems (operator's telephone, traffic measuring system, etc.)
- Checking the charge/discharge of the backup batteries.

The preventive maintenance activities shall not disturb the normal operation of the system. If these activities require the system (or part of the system) to be put out of action, they shall be scheduled outside normal working hours. In that case, a clear description of the possible impact shall be provided.

The telephone exchange backups should preferably be carried out remotely or automatically (e.g. via a teleservice modem or via LAN).

The backups, both of the basic system and of the servers, will be stored away from the site.

Preventive planned maintenance shall be notified to the SJU at least two weeks prior the date foreseen and shall be subject of the approval of the SJU.

Corrective maintenance

The contractor shall make a proposal for a general-purpose maintenance contract during working days from 8 am to 6 pm Mondays-Fridays.

The maintenance contract shall include at least the following services:

- availability of a single call number for reporting problems, faults, etc. during working hours
- when applicable outside working hours, calls to this number shall be dealt with by a duty service
- initial remote diagnosis by an experienced technician
- replacement of all defective parts
- on-site services from an experienced technician during working hours.

Priorities and response time

Depending on the importance of the error message, the contractor shall guarantee specific response times.

Priority shall be given to error messages depending on their degree of importance, involving a specific response time.

| Priority | Description | Remote action | On-site action |
|------------|--|---------------|----------------|
| Priority 1 | Critical calls: (1) The user can neither make nor receive telephone calls (2) 5% of all network or internal lines are out of action | Immediate | 2 hours |
| Priority 2 | Urgent calls: (1) The user can hardly make nor receive telephone calls (50% of failure) (2) Less than 5% of all network or internal lines are out of action | 30 min | 4 hours |
| Priority 3 | Non-urgent calls: (1) The user can no longer use a facility offered (2) The user can no longer access his/her voice mail (3) The user can no longer benefit from the least expensive route to a destination (4) The user can no longer work with the administration system | 4 hours | 8 hours |
| Priority 3 | Information calls | 8 hours | 5 days |

3.1.4.2. Training

The planning of all training sessions shall be agreed by the SJU.

Training sessions shall be provided for all users. The planning has to be agreed by the SJU. Those sessions shall be planned close to the installation, starting maximum one month prior to the installation and finishing at the latest one month after the installation.

Special training sessions shall be organised for the secretaries using the Manager/Secretary functions within the same time scale as in point (1) of this paragraph.

A complete technical training for 3 persons shall be provided (the course shall include hardware, configuration and 1st and 2nd - level maintenance). These persons shall be trained in English.

The tenderer shall provide the standard training program that he is offering. He shall state his ability to conduct specific training sessions on request of the SJU. These specific training sessions shall take place at the SJU premises. The cost of a specific training session shall be provided as a per day basis with an indication of the maximum number of participant.

For each course proposed, the tenderer shall indicate the:

- syllabus;
- maximum number of participants;
- required level of competence of the participants;
- duration of the course;
- training equipment to be provided by the Customer (if course location is on Agency premises);
- cost per participant or per session for each course including training material, if applicable;

Complete documentation of the installation shall be delivered and shall include technical documentation on the telephone exchange (including hardware) and all the peripherals (hardware), wiring diagrams, documentation on the management and charging software, and documentation for each telephone (fixed or cordless) in French and in English.

All documentation shall be delivered in digital format, using MS word as word processor, Excel for any spreadsheet and Visio as drawing tool.

A complete and detailed implementation plan with the telephones (and their number) and everything that is physically connected to the telephone exchange shall be sent to the SJU in digital form in PDF format.

3.1.4.3. Guarantee

All the equipment supplied shall be guaranteed on site for a minimum period of one year. The guarantee shall include the equipment as well as the software and shall comprise spare parts, labour and travelling expenses 24 hours a day.

The tenderer supplier shall provide a list of at least 10 reference sites installed with the equipment proposed and with the similar capacity as required by the SJU and including the contact person in the reference company. The SJU shall be allowed to contact independently any customer of the tenderer supplier of the list.

3.1.4.4. Service Level Agreement (SLA)

General

The SLA defines the quality of the Activities covered by this Contract in terms of operational and performance parameters. In addition, it sets minimum service quality requirements and specifies details of necessary traffic monitoring, maintenance and problem handling as well as regular reporting.

The contractor shall comply with the SLA agreed under the contract (to be attached to the Contract as Annex III). This SLA shall include at least the following points:

- the exchange proposed shall have an uptime of 99.999% or better
- the efficiency in handling calls shall be defined
- the efficiency in remedial actions shall be clearly specified
- the relationship between the contractor and the SJU shall be explained
- the execution of the maintenance contract shall be described in details
- the escalation process shall be described
- the survey of the satisfaction of the contract execution shall be described, reports of the contract execution with the time scale of problems resolution and all actions requested by the SJU

The tenderer shall include penalties in case of non respect of his obligation in response time, downtime, reparation delay or bad execution of the contract.

Uptime calculation

Uptime calculation will be done on a sliding 12 months period and will be based on call tickets associated with reported incidents.

Downtime will be calculated as follows :

- Priority one call:
 - § Starting time will be taken as the time of call
 - § Ending time will be taken as the time service is restored to not less than “priority three call” level
 - § Unavailability will be the full duration between starting and ending time
- Priority two call
 - § Starting time will be taken as either the time of call plus 30 min or the beginning of the remote action, whichever happens first
 - § Ending time will be taken as the time service is restored to not less than “priority three call” level
 - § Unavailability will be the half of the total duration between starting and ending time
- Priority three call:
 - § % of the time in excess of the stated maximum intervention delay will be counted as unavailability

Interruption of service

There shall be not more than one total outage (even if automatically recovered) over a sliding 6 month period.

There shall be no more than 5 incidents corresponding to priority two calls (even if automatically recovered) over a sliding 6 month period.

There shall be no more than 15 incidents corresponding to priority three calls (even if automatically recovered) over a sliding 6 month period.

Efficiency of remedial actions

The tenderer shall state his guaranteed Mean Time To Repair, in addition to the required intervention delay.

The tenderer shall state the guaranteed maximum turnaround time for defective equipment returned to him for repair (excluding transit time for transport).

SLA targets not met

In case the availability, call handling efficiency and efficiency of remedial actions target figures are not met, the monthly maintenance fee will be reduced accordingly to the service penalty points accumulated.

Availability not met:

- 99.999 % < availability < 99.998 % : 5 points
- 99.998 % < availability < 99.997 % : 10 points
- 99.997 % < availability < 99.995 % : 30 points
- below 99.995 % : 100 points

Interruptions of service:

- extra priority one incident : 30 points
- extra priority two incident : 10 points
- extra priority three incident : 5 points

Call handling efficiency:

- per call disrupted over the limit : 1 point

Efficiency in remedial actions:

- Per day of delay in excess of the guaranteed repair turnaround time : 1 point

Rebates on the monthly payments:

- First 10 points : 2 % rebate per point
- From 11th to 50 : 0.5 % rebate per point
- From the 51st : 0.25 % per point
- Up to a maximum of 60 % of the monthly service charges

The tenderer shall state his position with respect to the above service monitoring and rebate scheme.

3.2. DESCRIPTION OF OPTIONAL SERVICES COVERED BY THIS CALL FOR TENDER: *WORK PACKAGE 4* **- *TELEPHONE AND INTERNET CONNECTIVITY SERVICES***

Based on the new telephone system requirements tenderers are hereby invited to submit an offer for the provision of Internet (**Lot 1**) and voice telephony services (**Lot 2**) for an initial period of one (1) year renewable yearly in accordance with Section 3.4 hereunder.

3.2.1. Lot 1 - Internet Services requirements

The scope of this option in relation to Internet access services includes:

Internet connection of at least 2 MB (upgrades shall be possible up to 20 MB without having to change hardware/infrastructure) including necessary hardware;

Managed services providing Internet;

Availability, capacity and performance monitoring;

Transfer of current IP addresses to new premises;

Possibility to perform mass mailing (about 2000 addresses).

3.2.2. Lot 2 - Voice over IP Services requirements

The scope of this option in relation to voice services includes:

Voice telephony for the provision of 6000 outgoing minutes per year of which 60% are outside of Belgium (mainly EU);

Telephone lines for about 60 users (typical office work);

Fax services;

Possibility to use the system for high quality telephone conference calls and eventually classical video conference equipment such as Tandberg, Polycom, etc.

3.2.3. Service Level requirements

The contractor shall comply with the SLA agreed under the contract. This SLA shall include at least the following points:

Network availability > 99 % per month;

End-to-end network Mean Time To Repair (MTTR) : 2 Hours;

Maximum packet loss : 1%;

End-to-end average packet < 150 ms;

Uptime > 99 %;

Proactive notification through email or SMS :15 minutes;

Network uptime includes both link uptime as well as the end equipment uptimes. This shall be calculated on monthly basis based on the NMS reports submitted by the tenderer along with the quarterly bills;

Downtime/outage is the period of unavailable time, which begins when one of the following situations arises;

The link is down at the physical layer itself. Service provider shall be able to monitor the physical layer of the link proactively from the NOC through its Network Management System (NMS). The downtime will start from the moment event is recorded by the NOC or after the SJU logs a complaint at tenderer's Helpdesk, whichever is earlier. The downtime will be measured from the NMS reports;

If the packet loss is more than 1% averaged over a quarter, link will be considered down for the amount of time for which packet loss is more than 1%. Also if packet loss of a link is found more than 2% continuously for more than 2 hours. Then the link will be considered as down;

If latency for a particular link is more than 150ms continuously for more than 2 hours, then the link will be considered as down. The link will be considered up only when the link gives an end-to-end latency of less than 150ms continuously 60 minutes;

Scheduled maintenance time should not be more than 1 hour per link per month. The SJU should be informed at least 48 hours in advance and subsequent approval/acceptance should be taken from the SJU;

The tenderer shall ensure that, under no circumstances, services shall be down for more than 15 minutes at a stretch in a single working day;

Maintenance support at least from 08:00 till 18:30 on weekdays.

If the downtime is too frequent the SJU has absolute right to terminate the contract after serving one month notice.

3.3. DURATION OF THE CONTRACT

SJU proposes to award a contract for duration of one (1) year with effect from the date it is signed by the parties. The contract is renewable yearly, subject to satisfactory performance, for a maximum period of four (4) years, with the express written agreement of both Parties.

3.4. PLACE OF EXECUTION OF THE CONTRACT

The services under the contract shall be provided in Brussels.

4. FORM AND CONTENT OF THE OFFER

4.1. GENERAL

The tenders must be presented in the requested format and include all the documents necessary so as to enable the SJU evaluation board to properly assess them.

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

4.1.1. Format of the offers

Tenders must be written in **English** and submitted:

- in paper format in one (1) original and four (4) copies, and
- in one (1) CD-ROM containing the electronic version of the offer, in PDF format.

Tenders must be clear and concise, with continuous page numbering, and assembled in a coherent fashion (e.g., bound or stapled, etc.). Since tenderers 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 duly empowered representative of the candidate member.

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 invitation to submit a final offer (**SJU/0009-CFP**)
 - the name of the tenderer
 - the indication “Tender - Not to be opened by the internal mail service”
- The inner envelope must contain the following elements:
 - The one (1) CD-ROM containing the information as described in section 2.7.1 above
 - The five (5) paper copies as described in section 2.7.1 above

4.2. STRUCTURE OF THE TENDER

All tenders must include a **cover letter** (see section 4.2.1 below) **and three 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 contain the following elements:

- 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 tender, identical throughout all parts of the tender,
- The reference number of the SJU call for tender,
- The name of the person empowered to sign a potential contract with the SJU,
- the proposed Firm Fixed Price as defined in Article I.3 of the Draft Contract attached to this Call for Proposal, and
- the tenderer’s acceptance of the proposed contractual terms and conditions.

4.2.2. Volume 1 - Administrative Proposal

This section must provide the following information, set out in the standard identification form attached to these tender specifications:

- Tenderers’ identification form (Annex II)
- Financial identification form (Annex III)
- If applicable, power of attorney (joint offers) or letter of intent (subcontracting)

All tenderers must also provide:

- proof of **registration**, as prescribed in their country of establishment, on one of the **professional or trade registers**, or a declaration or certificate;
- two references of similar experience;
- a **declaration on their honour** (see model in Annex IV), duly signed and dated, stating that they are not in one of the situations referred to above.

The SESAR Joint Undertaking reserves the right, however, to request additional evidence in relation to the bid submitted for evaluation or verification purposes within a time-limit stipulated in its request.

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 3.1 and potentially 3.2 above. To this end, the technical proposal shall:

- clearly state if the offer covers the “optional services” described under Section 3.2 hereabove and identify these services as “optional”, and
- contain the following information to allow evaluation of the tenders according to the award criteria mentioned in section 5.4 below.

4.2.3.2. Tenderer’s understanding of the call for tender

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 objectives of the SJU, and
- the needs of the SJU.

The tenderer shall give in its Technical Proposal an opinion on the key issues related to the achievement of the contract objectives and expected results as well as an explanation of the risks and assumptions affecting the execution of the contract.

4.2.3.3. Organisation and management of the activities

The tenderer shall provide:

- a description of the proposed approach to the Contract 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;
- a description of the planned development of the system proposed;
- a detailed description of the proposed team, detailing the role of each team member and how the contract will be managed in general. With regard to day-to-day contract management, the tenderer must show how it will be able to work closely with the responsible services of the SJU;
- 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-contractor¹;
- a description of how the tenderer will manage to be available at the SJU premises in Brussels at short notice for meetings or services to be carried out on the spot;
- a Service Level Agreement (SLA) in accordance with the minimum requirements as set under Section 3.1.4.4 hereabove.

4.2.3.4. Additional requirements for the optional services (Work Package 4)

If the offer covers the optional services as described under Section 3.2 hereabove, tenderers are requested to provide the following:

Voice subscription National traffic tariff:

The tenderer shall propose a tariff structure for national traffic, including the basic rates/ start up charge, the costs per minute charged per second and any additional surcharge where applicable;

- Calls made to landlines (basic rate; rate per additional minute charged per second);
- Calls made to mobiles (basic rate; rate per additional minute charged per second);
- Calls made to SJU mobiles (basic rate; rate per additional minute charged per second).

Voice subscription International traffic tariff:

The tenderer shall propose a tariff structure for international traffic differentiating the EU Member States and the rest of the world as well as calls made to landlines and to mobiles (basic rates/ start up charge, the costs per minute and any additional surcharge where applicable).

Service Level Agreement (SLA)

The tenderer shall provide a Service Level Agreement (SLA) in accordance with the minimum requirements as set under Section 3.2.3 hereabove.

4.2.4. Volume 3 - Financial Proposal

4.2.4.1. General

All tenders must contain a separate financial proposal.

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

¹ A statement by the tenderer guaranteeing the eligibility of any sub-contractor (in accordance with the in accordance with the principles listed in section 5.2 below) shall be included as well, in case the subcontractor/s are not known at the moment of the tender submission.

The price must be clearly indicated and broken-down per work package. It shall be fixed and inclusive of all costs (e.g. project management, training of the SJU staff, etc.) and expenses (e.g. companies' management, secretariat, social security, salaries, etc.) directly or indirectly connected with the provision of the service.

All prices must be quoted exclusive of all taxes and dues:

- VAT
- No fee (profit) shall be allowed under this call for tender;
- The type of price is defined in the Draft Contract attached to this call (see Article III).

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

4.2.4.2. Work Packages 1, 2 and 3 (mandatory services)

Tenders must submit a separate financial proposal for each work package.

4.2.4.3. Work Package 4 (optional services)

If the tenderer wishes to submit an offer for Work Package 4 in addition to the “main tender”, it must include a separate financial proposal.

As telephone and Internet connectivity costs are difficult to assess upfront, tenderers that wish to make an offer for the Work Package 4 (optional) are requested to include in their proposal a cost simulation analysis (i.e. estimate of the telephone subscription, calls and Internet connection prices).

The tender shall include prices for the following products:

- i. Telephone subscription
- ii. Domestic calls
- iii. International calls
- iv. (To) Mobile phone calls
- v. Large internet connection (allowing excellent video conferencing without interfering with data exchange)
- vi. 3 analogue connections

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 hereinbelow.

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 tenderers 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 tenderer;
- 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 judgement which has the force of *res judicata*;
- (c) they have been guilty of grave professional misconduct proven by any means which the contracting authority 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;

Nota Bene:

The tenderer to whom 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 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) a recent certificate issued by the competent authority of the State 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.

5.3. STAGE 2 – ASSESSMENT IN THE LIGHT OF SELECTION CRITERIA

The tenderer must have the overall capabilities (economic and financial and technical and professional) to perform the contract.

If one of the selection criteria listed below is not positive, the tender may not be further evaluated.

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.

The tenderer shall provide a dully filled in and signed **Legal Entity Form** (see Annex V) accompanied by the documents requested therein.

5.3.2. Economic and financial capacity

In order to prove its sufficient economic and financial capacity to perform the contract, the tenderer will be asked to present the following documentation:

- Evidence of professional risk indemnity insurance;
- Presentation of the balance sheets (or extracts from balance sheets) for at least two years for which accounts have been closed;
- Statement of overall turnover and turnover concerning the supplies and, if applicable, the services to be covered by the contract during the last three financial years;
- If the tenderer relies on the capacity of other entities (e.g. partners in a joint offer or subcontractor(s)), a written undertaking on the part of those entities confirming that they will place the resources necessary for performance of the contract, at the tenderer's disposal.

5.3.3. Technical and professional capacity

Tenderers are required to prove that they have sufficient technical and professional capacity to perform the contract.

To that end, they are requested to present the following documentation:

- A detailed account of the main current activities of the tenderer,
- A description of a minimum of two similar experiences of support in type of activities covered under section 3 hereabove,
- A brief presentation of the structure of the company and, where it is proposed to present a joint offer or subcontract part of the tasks, the structure of the extended group, ideally by means of charts which clearly show the tasks to be undertaken by each company;
- Evidence of the tenderer's expertise and experience delivering similar services (e.g. list of main contracts achieved in the past three years, specifying the value, dates, recipients of the supplies and/or services of the type required in these tender specifications.

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 the contract.

The activities will be awarded according to the criteria given below, on the basis of the **economically most advantageous offer of activity**.

5.4.1. Technical evaluation - Quality assessment

5.4.1.1. Mandatory services

The quality of each technical offer covering the mandatory services will be evaluated in accordance with the award criteria and the associated weighting detailed in the table below:

| N° | Award criteria | Weighting |
|-------------------------------|---|------------------|
| 1. | Understanding of the technical requirements of the PABX as set in the call for tender | 30 |
| 2. | Technical quality of the proposed phones | 20 |
| 3. | Quality of the proposed maintenance services, training and documentation | 30 |
| 4. | Quality of the proposed project management plan and compliance with the timetable | 15 |
| 5 | References (proven experience in providing such activities) | 5 |
| Total number of points | | 100 |

5.4.1.2. Optional services

Should the tenderer submit an offer covering the optional services (as described under section 3.2 hereabove), the technical offer will be evaluated in accordance with the following award criteria and associated weighting:

Lot 1: Internet connectivity

| | Award criteria | Weighting |
|---|---|------------------|
| 1 | Time for service delivery | 20 |
| | <i>How does the tenderer envisage taking over the existing IP addresses from the current supplier and providing new ones?</i> | 5 |
| | <i>How much time does the tenderer need to provide the 2 MB connection after contract signature? (including delivery, installation and configuration of necessary hardware)</i> | 15 |
| 2 | Geographical coverage | 20 |
| | <i>Quality of European coverage network infrastructure (i.e., list covering per country the exact amount of POPs controlled by the tenderer)</i> | 10 |
| | <i>List of EU cities, which are covered by these POPs</i> | 5 |
| | <i>EU countries and major EU cities where the tenderer offer xDSL services/connectivity with a static IP-address</i> | 5 |
| 3 | Service Quality | 50 |
| | <i>Quality of the proposed SLA and adequacy with the SJU requirements</i> | 30 |
| | <i>Quality and adequacy of the proposed hardware</i> | 20 |
| 4 | Reporting | 10 |
| | <i>Quality and adequacy of reporting tools made available to the SJU to measure system performance, availability, statistics, etc.</i> | 10 |
| | TOTAL POINTS | 100 |

Lot 2: Voice Telephony

| | Technical criteria (qualitative award criteria) | Maximum technical points |
|---|--|---------------------------------|
| 1 | Time for service delivery | 30 |
| | <i>Quality of the proposed process for taking over the existing numbers from the current supplier (including time schedule for this operation).</i> | 20 |
| | <i>Based on the proposed PABX, quality and adequacy of the proposed additional software or infrastructure as well process regarding faxes integration to the whole infrastructure.</i> | 10 |
| 2 | Service Quality | 50 |
| | <i>Proposed decrease of official price list foreseen during the course of the contract</i> | 10 |
| | <i>Quality of the proposed SLA and adequacy with the SJU requirements</i> | 30 |
| | <i>Quality and adequacy of after-sale administrative and technical services organisation</i> | 10 |
| 3 | Reporting and Invoicing | 20 |
| | <i>Adequacy of the proposed reporting and invoicing</i> | 20 |
| | TOTAL POINTS | 100 |

5.4.2. Financial evaluation

5.4.2.1. For mandatory services

Only tenders scoring 70 points or more of a maximum of 100 points against the technical award criteria will have their financial proposal evaluated.

5.4.2.2. For optional services

In order to have their financial proposal evaluated, tenders must obtain a minimum score of 70% for each lot against the technical award criteria.

The financial offer will be evaluated in accordance with the following award criteria:

Lot 1: Internet connectivity

| | Financial criteria (qualitative award criteria) | Weighting |
|---|--|------------------|
| 1 | Installation | 30 |
| 2 | Recurring costs | 30 |
| 3 | Additional services | 20 |
| 4 | Other services | 20 |
| | TOTAL POINTS | 100 |

Lot 2: Voice Telephony

| | Financial criteria (qualitative award criteria) | Weighting |
|---|--|------------------|
| 1 | Financial scenario | 100 |
| | TOTAL POINTS | 100 |

5.4.3. Recommendation of award of the contract

5.4.3.1. Award of the contract for the mandatory services

The Proposal Analysis Board then identifies the most economically advantageous offer by applying the following formula:

$$\text{Ratio quality/price for offer "Y"} = \text{lowest price} / \text{price of offer "Y"} \times \text{total quality score for offer "Y"}$$

5.4.3.2. Award of the contract for the optional services

The SJU may only award a contract covering the optional services to the tenderer:

- having submitted the most economically advantageous offer for the mandatory services, **and**
- offering the best ratio quality/price in accordance with the following formula:

| |
|---|
| $\text{Ratio quality/price for offer "Y"} = \frac{\text{cheapest financial weighted score}}{\text{financial score of tender "Y" x total quality score for tender "Y"}}$ |
|---|



ANNEX I TO THE TENDER SPECIFICATIONS

PLANS OF THE PREMISES

ANNEX II - IDENTIFICATION OF THE TENDERER

(Each service provider, including subcontractor(s) or any member of a consortium or grouping, must complete and sign this identification form)

Call for tender SJU/0009-CFP

| Identity | |
|--|------------|
| Name of the tenderer | |
| Legal status of the tenderer | |
| Date of registration | |
| Country of registration | |
| Registration number | |
| VAT number | |
| Description of statutory social security cover (at the level of the Member State of origin) and non-statutory cover (supplementary professional indemnity insurance) ² | |
| Address | |
| Address of registered office of tenderer | |
| Where appropriate, administrative address of tenderer for the purposes of this invitation to tender | |
| Contact Person | |
| Surname: First name: Title (e.g. Dr, Mr, Ms) : Position (e.g. manager): Telephone number: Fax number: E-mail address: | |
| Legal Representatives | |
| Names and function of legal representatives and of other representatives of the tenderer who are authorised to sign contracts with third parties | |
| Declaration by an authorised representative of the organisation³ I, the undersigned, certify that the information given in this tender is correct and that the tender is valid. | |
| Surname: First name: | Signature: |

² For natural persons

³ This person must be included in the list of legal representatives; otherwise the signature on the tender will be invalidated.

ANNEX IV- DECLARATION ON HONOUR

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

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:

ANNEX V TO THE TENDER SPECIFICATIONS

DRAFT SERVICE CONTRACT