



Tender Specifications attached to the Invitation to tender

SJU/LC/0107- CFT

SJU Web Conferencing Solution

10 April 2015

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1 INTRODUCTION

1.1 Acronyms and terminology

ATM	Air Traffic Management
ATM Master Plan	European Air Traffic Management Master Plan available at https://www.atmmasterplan.eu/
RTO	Recovery time objective
SESAR	Single European Sky ATM Research Programme
SJU	SESAR Joint Undertaking (European Union body created under Council Regulation (EC) No 219/2007 as amended by Council Regulation (EC) No 1361/2008 and by Council Regulation (EU) No 721/2014)
SLA	Service Level Agreement
VoIP	Voice over IP

1.2 The SESAR Joint Undertaking

The purpose of the SJU 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 European 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.

1.3 Web conferencing solution at the SJU

Currently, the SJU is using a Webex platform hosted remotely and supported by an external provider. User access management is handled by a dedicated team from the SJU. A set of 50 accounts is currently active.

The solution provides monthly reporting on usage and system availability. A facilitator option can be activated upon request. A technical remote support is available, and a training room as well.

In order to ensure strong engagement from a wide range of stakeholders, the SJU believes that the Web conferencing solution must be common to:

- The membership network of the SJU;
- All staff and/or experts.

In the future, the SJU wishes to enhance its unified communication activities in the area of web conferencing.

1.4 Purpose of this call for tender

In order to enhance its unified communication activities in the area of web conferencing, the SJU needs to have an attractive, well-functioning and stable web conferencing solution that allows the SJU stakeholders to better work together.

For this purpose, the SJU is launching an open call for tenders aimed at concluding one (1) service contract for the provision of a web conferencing solution.

This document constitutes the tender specifications accompanying the SJU's Invitation to tender. It sets out the purpose and the scope of the call for tenders, describes the types of services to be covered under the future contract and may be requested (as detailed in Section 2 below) and the evaluation procedure on the basis of the exclusion, selection and award criteria (as detailed in Section 4 below).

1.5 Indicative timetable

Milestone	Deadline
Dispatch of the contract notice to the Official Journal of the EU	31 March 2015
Deadline for requesting additional information/clarification from the SJU	No later than 15 calendar days before the closing date for reception of tenders
Last date on which clarifications are issued by the SJU	No later than 6 calendar days before the closing date for reception of tenders
Closing date for submission of tenders	5 June 2015 (11:30 CET)
Notification of contract award	June 2015 (estimate)
Contract signature	After standstill period of at least 10 calendar days following the date on which notification of the contract award decision is sent
Web conferencing is fully operational	September 2015 (estimate)

2 TERMS OF REFERENCE

2.1 Web conferencing solution

The web conferencing solution shall consist on a web conferencing tool (see below functionalities, provision of services and technical requirements) related to its installation, functioning and maintenance.

Other services similar in kind and nature may be requested depending on the needs of the SJU (see section 2.1.4 below).

2.1.1 Functionalities

Main functionalities of the web conferencing tool:

1. Manage, organise and attend web conferences
2. Schedule meetings
3. Add participants to an on-going conference
4. Desktop sharing
5. Application sharing
6. MS Office integration
7. Outlook integration / Meeting calendars
8. Mouse and Keyboard control
9. Webcam and Audio control
10. Annotation and drawing tools
11. Whiteboard
12. Chat / Instant messaging
13. File transfer
14. VoIP and teleconferencing interoperability among all participants

2.1.2 Services

Main services:

1. Installation of the Web conferencing solution and management of the transition phase;
2. Facilitating services (i.e., a facilitator) for assistance during conferences;
3. Training facilities for end-users;
4. Maintenance;
5. User management: the proposed solution shall be able to sustain 50 named accounts that are able to organize a meeting;
6. Reporting: monthly statistics, in a customised format (e.g. csv files or pdf templates), showing the usage of the system and its availability have to be delivered (performance reporting).

2.1.3 Minimum technical requirements

The proposed solution shall meet the following technical constraints:

1. Not to impose infrastructure specific requirements (e.g. opening firewalls/ports), as only https traffic is expected. Where this is not the case, prospective tenderers shall provide in the offer an accurate description of all mandatory and optional requirements;
2. Compatible with industry standard Web browsers (i.e., Mozilla Firefox/Internet Explorer/Google Chrome). The solution shall not impose the installation of additional tools (e.g. plug-in's like flash player or other) for the users who are invited to the web conference;
3. Not impose user privileges as a requirement to participate to meetings. Where this is not the case, prospective tenderers shall provide an accurate description of the installation and execution requirements;
4. Back-end infrastructure: not hosted on the infrastructure of the SJU (not on premise solution). The back-end infrastructure to facilitate web conferences has to be part of the solution;
5. Minimum of 4 meetings that can take place simultaneously with a maximum of 15 participants;
6. At least one meeting facility which can be organised by the SJU with a maximum of 35 participants.

Prospective tenderers shall describe how the technical support (first and second line support) will be delivered.

2.1.4 Optional functionalities and services

In addition to the requirement set above, tenderers are invited to elaborate on the following optional functionalities and services (the list is non-exhaustive):

1. Recording of web conference sessions;
2. Flexibility to apply changes to the basic services, by adding new features or tools;
3. Any reporting applicable to features not described by the monthly statistics available via the basic services;
4. The operational window is extended 24/7.

It should be noted that the above listed optional services are not mandatory and therefore the non-provision will not be a cause for rejection. Provisioning such services will be considered as positive within the frame of the evaluation process (please refer to Section 4.4 below). The SJU reserves nevertheless the right not to purchase the optional services or to purchase only part of them on a case by case basis.

2.1.5 Transition plan

In the technical offer, the tenderer will define a transition plan based on the assessment of the services described above.

2.2 Service Level Agreement

This section sets out service levels which the selected Contractor should achieve when providing the web conferencing solution. Prospective tenderers are required to propose in their tenders (as required in point 7c of the letter of invitation to tender) a proposal for a Service Level Agreement governing the relationship between the SJU and the future contractor.

2.2.1 Content

Special attention to flexibility, efficiency and proactive (as opposed to reactive) approach is a must for the performance of the activities.

Such a proposal shall include the quality, among other elements:

- Mechanisms to compensate any failure and/or defect in the provision of the services not complying with the service levels set out in Section 2.2 above. Penalties in case of non-respect of his obligation in response time, downtime, reparation delay or bad execution of the contract.
- Details of necessary traffic monitoring, maintenance, regular reporting.
- Problem-handling methodology and proposal for escalation procedure.
- Compliance with the minimum service quality requirements and technical support:
 - Recovery time objective (RTO) 1 hour
 - Data retention recorded meetings 2 months
 - Service window training facility available from Monday – Friday 08:30-17:30
 - Service window web conferencing available from Monday – Friday 08:00-20:00
 - Help desk available from Monday – Friday 08:30-17:30
 - Service availability 99.7% on yearly basis during service window. Disruption shall be foreseen for planned maintenance during service hours which will counted as service unavailability time.
 - Performance reporting showing the application/system availability and the number of web conferences, together with their duration and their number of attendees.

The working language of the SJU is English. Therefore any communication between the future contractor and the SJU shall be done in this language. Designated contact points for the purpose of contract and technical management shall be able to work in English.

2.2.2 Reporting

A kick off meeting shall take place (either on the SJU premises, either via a remote conference) upon signature of the contract with the purpose of finalising the transition and activation of the solution.

The future contractor shall submit within the **first week of each month** a monthly progress report addressing the following points:

- ✓ Performance of the application/system and its usage
- ✓ Costs incurred for recurrent and additional (when applicable) services
- ✓ Any possible problem or irregular performance detected and a proposal for correction

2.2.3 Payments

Payments are to be made on a monthly basis, subject to the approval of the monthly report referred above, or any other request made by the SJU.

3 INFORMATION ABOUT THE CONTRACT

3.1 Nature

The contract to be concluded is a direct service contract. Therefore, one single economic operator will be selected as a result of this call for tender. In submitting a tender, prospective tenderers accept all terms and conditions specified in the draft contract.

3.2 Duration

The duration of the contract is 12 months, which may be renewed for up to a total duration of 48 months (see Article I.2 of the draft service contract in Annex III).

3.3 Value

The maximum budget allocated for this contract for its total duration is 60.000 EUR¹ (VAT excluded).

3.4 Variants

Variants on the terms of reference are not permitted.

3.5 Intellectual property rights

The tenderer to be selected for award of the contract will be subject to the IPR provisions of the draft service contract in Annex III, i.e. Articles I.8 and II.10 thereof.

In addition, it should be noted that, if the activity results (please, refer to the draft contract for the definition of the “results”) are not to be fully created for the purpose of the contract it should be clearly pointed out in the tender. There should be information provided about the scope of pre-existing materials, their source and when and how rights to them have been acquired.

In the tender all quotations or information originating from other sources and to which third parties may claim rights have to be clearly marked (source publication including date and place, creator, number, full title etc.) in a way allowing easy identification.

¹ Article 134 (1) f) and (3) of the Commission delegated Regulation (EU) no 1268/2012 of 29 October 2012 on the rules of application of regulation (Eu, Euratom) no 966/2012 of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union, applies to this procedure

4 ASSESSMENT OF THE TENDERS AND AWARD OF THE CONTRACT

4.1 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 4.2 below),
- Stage 2 – assessment in the light of selection criteria (see section 4.3 below) and
- Stage 3 – assessment in the light of award criteria (see section 4.4 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.

4.2 Assessment in the light of exclusion criteria

4.2.1 Requirement

In order not to be excluded from participation in the present procedure, the tenderer (the coordinator, each consortium member, and identified subcontractors) shall provide evidence of not being in any of the following situations:

- a) is bankrupt or being wound up, is having its affairs administered by the courts, has entered into an arrangement with creditors, has suspended business activities, is the subject of proceedings concerning those matters, or is in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) has been convicted of an offence concerning professional conduct by a judgment of a competent authority of a Member State which has the force of *res judicata*;
- c) has been guilty of grave professional misconduct proven by any means which the contracting authorities can justify including by decisions of the European Investment Bank and international organisations;
- d) is not in compliance with all its obligations relating to the payment of social security contributions and the payment of taxes in accordance with the legal provisions of the country in which it is established, with those of the country of the SJU and those of the country where the contract is to be performed;
- e) has been the subject of a judgement which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation, money laundering or any other illegal activity, where such activity is detrimental to the Union's financial interests;

- f) is subject to an administrative penalty for being guilty of misrepresenting the information required by the contracting authority as a condition of participation in a grant award procedure or another procurement procedure or failing to supply this information, or having been declared to be in serious breach of its obligations under contracts or grants covered by the Union's budget.

4.2.2 Evidence to be provided

- Accordingly, tenderers must provide a **Declaration on honour** (see Annexe I), duly signed and dated, stating that they are not in one of the situations referred to above².

Nota Bene:

The Tenderer (i.e.: the coordinator, each consortium member and identified subcontractors) to which the contract is to be awarded shall provide, within 15 calendar days following notification of award and preceding the signature of the contract, the **original** Declaration on honour (if provided in copy at the offer submission stage) and the following documentary proofs (**originals**) to confirm the declaration referred to above³:

- For situations described in (a), (b) and (e), production of a recent⁴ extract from the judicial record is required or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied. Where the tenderer is a legal person and the national legislation of the country in which the tenderer is established does not allow the provision of such documents for legal persons, the documents should be provided for natural persons, such as the company directors or any person with powers of representation, decision making or control in relation to the tenderer.
- For the situation described in point (d) above, recent⁵ certificates or letters issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the Tenderer is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.
- For any of the situations (a), (b), (d) or (e), where *any* document described in two paragraphs 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 his country of origin or provenance.

² Where parts of the services are intended to be subcontracted the tenderer has also to ensure that the subcontractors satisfy the exclusion criteria as indicated in section 18 of the invitation to tender. Where a consortium is submitting a tender, each member of consortium must provide the required Declaration on honour as indicated in section 18.bis of the mentioned invitation.

³ Tenderers are strongly advised to explore the sources in their respective national legal systems for acquiring the required supporting documentation and the related deadlines, already at the stage of the preparation and submission of their offers, in order to avoid any delays in providing the documents in case selected for award of the contract.

⁴ Not older than one year.

⁵ Not older than one year.

The SJU may waive the obligation of a tenderer to submit the documentary evidence referred to above 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 one year old starting from their issuing date and that they are still valid at dispatch of the contract notice to the Official Journal of the EU. In such a case, the tenderer shall declare on his honour that the documentary evidence has already been provided in a previous procurement procedure 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/e-procurement/e-certis/index_en.htm.

4.3 Assessment in the light of selection criteria

The tenderer must have the overall capabilities (legal, economic, financial, technical and professional) to perform the contract. All the requirements listed below must be met in order to enter the next phase of the assessment in the light of award criteria.

Please note that in the selection phase, assessment focuses on the past experience and capacity of the tenderer, and not on the quality of the (technical) offer. The latter is to be assessed in the light of the award criteria.

The SJU may waive the obligation for a tenderer to submit the documentary evidence requested under Sections 4.3.1, 4.3.2 and 4.3.3 below if such evidence has already been submitted for another procedure and provided the documents were issued not more than one year earlier and are still valid at dispatch of the contract notice to the Official Journal of the EU. In such cases, the tenderer must declare on his honour that the documentary evidence has already been provided in a previous procedure with the SJU, provide reference to that procedure, and confirm that there has been no change in the situation.

4.3.1 Legal capacity

4.3.1.1 Minimum requirement

Tenderers (the coordinator and each consortium member) are requested to prove that they are authorised to perform the contract under the national law.

4.3.1.2 Evidence to be provided

1. The tenderer (or the coordinator in case of consortia) shall provide a dully filled-in Legal entities' form, including all its supporting documentation (see section 7 b) of the invitation to tender Ref. SJU/LC/0107-CFT).
2. Evidence of 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.

4.3.2 Economic & Financial capacity

4.3.2.1 Minimum requirement

The tenderer (the coordinator and each consortium member) shall be in a stable financial position and have sufficient economic and financial capacity to perform the contract.

4.3.2.2 Evidence to be provided

Proof of economic and financial capacity shall be furnished by at least two of the following documents:

1. Evidence of professional risk indemnity insurance;
2. Balance sheets (or extracts from balance sheets) for at least the last three years for which accounts have been closed;
3. Statement of overall turnover during the last three financial years.

If, for some exceptional reason which the SJU considers justified, the tenderer (the coordinator and each consortium member) is/are unable to provide the references requested here above, the tenderer (the coordinator and each consortium member) may prove the economic and financial capacity by any other means which the SJU considers appropriate.

Nota bene: Public bodies and higher education establishments are not subject to a verification of their economic and financial capacity

4.3.3 Technical & Professional capacity

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

4.3.3.1 Minimum requirements

- i) Expertise in the provision of web conferencing solutions with the minimum technical requirements set in section 2.1.3 above;
- ii) Proven experience of working in an English-speaking environment;
- iii) Proven experience of working in an international environment.

4.3.3.2 Evidence to be provided

To this end, the tenderers must enclose the following supporting evidence:

1. For the tenderer:

- i) Brief presentation of the tenderer containing a detailed description of the structure (coordinator, other member/s and/or already identified subcontractors, focusing in particular on the capacity and the organizational structure set up to perform the activities) and main current activities;
- ii) References or evidence from other entities, at least two to which similar services were provided;

- iii) List of projects and activities performed in the above described activities within the last three years, using template provided in Annexe IV.

2. For the staff profiles:

- Detailed CVs (only) of the persons who will be responsible for carrying out the tasks.

4.4 Assessment in the light of award criteria

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.

4.4.1 Evaluation of the award criteria - Quality

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

Prospective tenderers must reach a minimum score of 50% or more per award criterion and 70 points or more globally in order to be admitted to the financial evaluation. The tenders with lower scores will be considered non-suitable and therefore excluded.

Award criteria	Weighting
Organisational aspects of the tenderer Adequacy of the proposed Tenderer's structure and alignment to the requirements set in Section 2 of the tender specifications. Suitability of the proposed resources assigned to the provision of the solution.	10
Quality and relevance of the technical offer Understanding of the requirements. Adequacy of the proposed Tender's structure in compliance with the structure and content set in point 7.c) of the letter of Invitation to tender and section 2 of the Tender specifications.	20
Proposed web conferencing solution Alignment with the requirements set in point 7.c) of the letter of Invitation to tender and in section 2.1 of Tender Specifications, notably functionalities, respect of the technical constraints of the offered solution regarding the back-end infrastructure, the client environment (impact on client configuration of the targeted user community), user privileges, consideration of the optional functionalities and services, IPR and pre-existing right access.	35
Proposed service level agreement (SLA) Alignment with the requirements set in section 2.2 of Tender Specifications, notably added value for the SJU's technical and contract management.	35

4.4.2 Financial evaluation and recommendation for award

The price to be taken into account for the financial evaluation and for the award of the contract is the “Total price” proposed by the tenderer in the financial offer (section 3 “Financial Evaluation Scenario” of the template financial proposal provided in Annexe II), as requested in point 7.d) of the letter of Invitation to tender.

All tenders must contain a separate financial offer following the template attached to the tender specifications in Annexe II and in line with the requirements detailed in section 2 above.

The formula that will be used to rank the tenders incorporates the following elements:

Quality (60%)

- the score of the award criteria of the tender
- the highest score of the award criteria among acceptable tenders

Price (40%)

- the ‘Total Price’ of the tender
- the ‘Total Price’ of the lowest priced acceptable tender

The ranking of the tenders, for the award of the contract, will be established by using the formula below.

Score of tender Y

$$[(\text{Quality score of Offer Y} / \text{Highest Quality score}) \times 60\%] + [(\text{Lowest price} / \text{Price of Offer Y}) \times 40\%] \times 100$$

5 Annexes

Annexe I – Declaration of Honour

Annexe II – Draft Direct Service Contract

Annexe III – Template - Financial offer

Annexe IV – Template - List of projects & activities

ANNEXE I – DECLARATION OF HONOUR

DECLARATION OF HONOUR WITH RESPECT TO THE EXCLUSION CRITERIA AND ABSENCE OF CONFLICT OF INTEREST

(Complete or delete the parts in grey italics in parentheses)

[Choose options for parts in grey between square brackets]

The undersigned *(insert name of the signatory of this form)*:

in [his][her] own name *(for a natural person)*

or

representing the following legal person: *(only if the economic operator is a legal person)*

full official name:

official legal form:

full official address:

VAT registration number:

declares that [the above-mentioned legal person][he][she] is not in one of the following situations:

- a) is bankrupt or being wound up, is having its affairs administered by the courts, has entered into an arrangement with creditors, has suspended business activities, is the subject of proceedings concerning those matters, or is in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) has been convicted of an offence concerning professional conduct by a judgment of a competent authority of a Member State which has the force of *res judicata*;
- c) has been guilty of grave professional misconduct proven by any means which the contracting authorities can justify including by decisions of the European Investment Bank and international organisations;
- d) is not in compliance with all its obligations relating to the payment of social security contributions and the payment of taxes in accordance with the legal provisions of the country in which it is established, with those of the country of the SJU and those of the country where the contract is to be performed;
- e) has been the subject of a judgement which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation, money laundering or any other illegal activity, where such activity is detrimental to the SJU's financial interests;
- f) is subject to an administrative penalty for being guilty of misrepresenting the information required by the contracting authority as a condition of participation in a grant award procedure or another procurement procedure or failing to supply this information, or having been declared to be in serious breach of its obligations under contracts or grants covered by the Union's budget.

(Only for legal persons other than Member States and local authorities, otherwise delete) declares that the natural persons with power of representation, decision-making or control⁶ over the above-mentioned legal entity are not in the situations referred to in b) and e) above;

declares that [the above-mentioned legal person][he][she]:

- g) has no conflict of interest in connection with the contract; a conflict of interest could arise in particular as a result of economic interests, political or national affinity, family, emotional life or any other shared interest;
- h) will inform the contracting authority, without delay, of any situation considered a conflict of interest or which could give rise to a conflict of interest;
- i) has not granted and will not grant, has not sought and will not seek, has not attempted and will not attempt to obtain, and has not accepted and will not accept any advantage, financial or in kind, to or from any party whatsoever, where such advantage constitutes an illegal practice or involves corruption, either directly or indirectly, inasmuch as it is an incentive or reward relating to award of the contract;
- j) provided accurate, sincere and complete information to the contracting authority within the context of this procurement procedure ;

acknowledges that [the above-mentioned legal person][he][she] may be subject to administrative and financial penalties⁷ if any of the declarations or information provided prove to be false.

In case of award of contract, the following evidence shall be provided upon request and within the time limit set by the contracting authority:

For situations described in (a), (b) and (e), production of a recent extract from the judicial record is required or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied. Where the tenderer is a legal person and the national legislation of the country in which the tenderer is established does not allow the provision of such documents for legal persons, the documents should be provided for natural persons, such as the company directors or any person with powers of representation, decision making or control in relation to the tenderer.

For the situation described in point (d) above, recent certificates or letters issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the tenderer is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.

For any of the situations (a), (b), (d) or (e), where any document described in two paragraphs 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 his country of origin or provenance.

If the tenderer is a legal person, information on the natural persons with power of representation, decision making or control over the legal person shall be provided only upon request by the contracting authority.

Full name

Date

Signature

⁶ This covers the company directors, members of the management or supervisory bodies, and cases where one natural person holds a majority of shares.

⁷ As provided for in Article 109 of the Financial Regulation (EU, Euratom) 966/2012 and Article 145 of the Rules of Application of the Financial Regulation.

ANNEXE II – TEMPLATE FINANCIAL OFFER

1. Basic services

The bidder must fill in the following table with its proposed prices:

Details		Charging type	Amount in EURO	Comments
Non-recurring costs (set-up)		Installation fee		
Recurring costs	Access	Subscription fee (monthly)		
	Usage	Fixed fee		
		Pay per use (per unit ⁸)		
in EURO				

⁸ 1 voice unit = 1 second
1 data unit = 1 mega byte

2. Optional services

The tenderer must fill in the following table with its proposed prices:

Details	Charging type (One-off or on-going daily/monthly/annual charge)	Amount in EURO	Comments
Any reporting provided in a customised format	Monthly fee	[...]	
Recording of web conference sessions	[Please specify]	[...]	
Service window extended 24/7	[Please specify]	[...]	
Any additional costs (please specify)	[Please specify]	[...]	

3. Financial Evaluation Scenario

The bidder must fill in the following table in accordance with the figures provided in section 1 “Basic services” of the template financial proposal (Annex II).

Details		Charging type	Amount in EURO	Comments
190 Conferences On an annual basis (12 months) 1 hour 5 participants No facilitator				
Non-recurring costs (set-up)		Installation fee		
Recurring costs	Access	Subscription fee (monthly)		
	Usage	Fixed fee		
		Pay per use (per unit ⁹)		
TOTAL in EURO				

⁹ 1 teleconference unit = 1 second
1 web-conference unit = 1 mega bit

ANNEXE III – DRAFT SERVICE CONTRACT

ANNEXE IV – Template - List of projects & activities