



European Centre for the
Development of Vocational Training
Procurement Service

Thessaloniki, 25/10/2007
PRO/2007/719

OPEN INVITATION TO TENDER

AO/E/ICTF/PCs-Laptops/017/07

‘Purchase of Personal Computers, Laptops, various ancillary equipment and associated services’

Dear Sir/Madam,

We thank you for the interest you have shown in this tender.

The purpose of this tender and additional information necessary to present a tender can be found in the attached Tendering Specifications. You should note however the following important points concerning the submission of a tender and its implications.

1. Tenders should be submitted in one of the official languages of the European Union.
2. Tenders may be submitted:
(a) either by post to be dispatched not later than 19/11/2007 in which case the evidence shall be constituted by the date of dispatch, the postmark or the date of the deposit slip, to the following address:

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service
Attention of Mr G. Paraskevaïdis
PO Box 22 427
GR – 55102 Thessaloniki
Greece**

Important:

*Tenderers shall inform Cedefop by e-mail (c4t-services@cedefop.europa.eu)
or fax (+30 2310 490028)*

- ✓ *that they have submitted an offer in time, and*
- ✓ *that they request Cedefop to confirm receipt of the e-mail or fax.*

- (b) or by courier service to be dispatched not later than 19/11/2007 in which case the evidence shall be constituted by the date of dispatch, or the date of the deposit slip, to the following address:

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service
Attention of Mr G. Paraskevaïdis
Europe 123,
GR-57001 Thessaloniki-Pylea
Greece**

Tel: +30 2310 490111

(c) or delivered by hand not later than 17:00 on 19/11/2007 to the following address:

**European Centre for the Development of Vocational Training (Cedefop),
Procurement Service
Attention of Mr G. Paraskevaïdis
Europe 123,
GR-57001 Thessaloniki-Pylea
Greece
Tel: +30 2310 490 064**

In this case, a receipt must be obtained as proof of submission, signed and dated by the official in the above mentioned Service who took delivery. Cedefop is open from 9.00 to 17:00, Monday to Friday. It is closed on Saturday, Sunday and Cedefop holidays.

3. Tenders must be submitted strictly adhering to the following.

Tenders must be placed **inside two sealed envelopes**. If self-adhesive envelopes are used, they must be sealed with adhesive tape and the sender must sign across this tape.

The **outer envelope**, addressed simply to Cedefop (address depending on the means of submission, see point 2 above), should only bear additionally **the name and address** of the sender.

The **inner envelope**, addressed to the Procurement Service as indicated under point 2 above, must bear a self-adhesive label with the indication **“Open Invitation to tender – Not to be opened by the internal mail service”** and all the necessary information, as shown below:

<p style="text-align: center;">OPEN INVITATION TO TENDER</p> <p style="text-align: center;">CEDEFOP No: AO/E/ICTF/PCs-Laptops/017/07</p> <p style="text-align: center;">‘Purchase of Personal Computers, Laptops, various ancillary equipment and associated services’</p> <p style="text-align: center;">LOT No</p> <p style="text-align: center;">Name of tenderer:</p> <p style="text-align: center;">NOT TO BE OPENED BY THE INTERNAL MAIL SERVICE</p>
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The inner envelope must also contain three sealed envelopes, namely, Envelope A – “Supporting Documents”, Envelope B – “Technical Proposal” and Envelope C – “Financial Proposal”. The content of each of these three envelopes is described in point 0 of the attached tender specifications.

4. Tenderers must ensure that their tenders are signed by an authorised representative and that tenders are legible so that there can be no doubt as to words and figures.
5. Submission of a tender implies acceptance of all the terms and conditions set out in this invitation to tender, in the specifications and in the draft service contract and, where appropriate, waiver of the tenderer’s own general or specific terms and conditions. It is binding on the tenderer to whom the contract is awarded for the duration of the contract.
6. The opening of tenders will take place at Cedefop on 26.11.2007, 11.00 hours (local time). Each tenderer may be represented at the opening of tenders by one person. The name of the person attending the opening must be notified in writing by fax (Fax No +30 2310 490 028) or by e-mail (C4T-services@cedefop.europa.eu) at least two working days prior to the opening session.

7. Contacts between the contracting authority (Cedefop) and tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

Before the final date for submission of tenders:

- At the request of the tenderer, the Cedefop Procurement Service may provide additional information solely for the purpose of clarifying the nature of the contract. Any request for additional information must be made in writing by fax (fax No +30 2310 490 028) or by e-mail (C4T-services@cedefop.europa.eu).

Request for additional information received less than five working days before the closing date for submission of tenders will not be processed.

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

Any additional information, including that referred to above, will be published on Cedefop's website. Please ensure that you visit regularly the site for updates.

After the opening of tenders:

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

8. This invitation to tender is in no way binding on Cedefop. Cedefop's contractual obligation commences only upon signature of the contract with the successful Tenderer.
9. All costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.
10. Up to the point of signature, the contracting authority may either abandon the procurement or cancel the award procedure, without the candidates or tenderers being entitled to claim any compensation. This decision must be substantiated and the tenderers notified.
11. All tenderers will be informed in writing of the results of this tender procedure.

Yours sincerely,

G. Paraskevaïdis
Head of Finance and Procurement

Attached: tendering specifications

OPEN INVITATION TO TENDER

CEDEFOP No: AO/E/ICTF/PCs-Laptops/017/07

‘Purchase of Personal Computers, Laptops, various ancillary equipment and associated services’

Tendering specifications

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Introduction to CEDEFOP

The European Centre for the Development of Vocational Training (Cedefop) is an agency of the European Union. Created in 1975 with a tripartite Governing Board, it provides services for the European Commission, the European Union Member States and the social partners as well as for the associated countries of Norway and Iceland. The candidate countries are also associated with its activities.

As the European Union's reference centre for vocational education and training, Cedefop provides policymakers, researchers and practitioners with information to promote a clearer understanding of developments and so enable them to take informed decisions on future action. Cedefop assists the European Commission in encouraging, at Community level, the promotion and development of vocational education and training.

The main tasks of Cedefop as defined in its founding Regulation are to:

- compile selected documentation and analysis of data;
- contribute to the development and coordination of research;
- exploit and disseminate useful information;
- encourage and support a concerted approach to vocational training development issues;
- provide a forum for a wide and diverse audience.

Cedefop's medium-term priorities for 2006-08 concentrate on the priorities set out in the Maastricht communiqué, which has been agreed by 32 countries, the European Commission and the European social partners:

- a) 'promoting the image and attractiveness of the vocational route for employers and individuals to increase participation in VET;
- b) achieving high levels of quality and innovation in VET systems to benefit all learners and make European VET globally competitive;
- c) linking VET with the knowledge economy's requirements for a highly skilled workforce and especially, because of the strong impact of demographic change, the upgrading and competence development of older workers;
- d) addressing the needs of the low-skilled (about 75 million people aged between 25 and 64 in the EU) and disadvantaged groups so as to achieve social cohesion and increase labour market participation.'

More information about Cedefop can be found on its website: <http://www.cedefop.europa.eu>

1 Overview of this tender

1.1 Description of the contract

The specifications and requirements in this document constitute a call for tenders for the purchase of Personal Computers, Laptops and associated services in the context of framework contract(s) signed between the successful tenderer(s) and Cedefop.

1.2 Timetable and place of delivery or performance

The items shall be delivered within **maximum** 4 weeks (31 calendar days) from the signature of an order form within the context of the framework contract, unless tenderers propose less.

They must be delivered to Cedefop premises (Informatics and Facilities Service) in Thessaloniki, and installed/assembled to a location to be indicated by competent Cedefop staff.

1.3 Division into lots

This invitation to tender is divided into the following 2 Lots.

- LOT-1: Personal Computers, various ancillary equipment and associated services
- LOT-2: Laptops, various ancillary equipment and associated services

Tenderers may submit tenders for one or more lots. Please note that in the case where you tender for more than one lot, a separate tender must be made for each lot. Each individual lot will be examined separately.

1.4 Variants

Tenderers **may not offer** variant solutions to what is requested in the technical specifications.

1.5 Value or quantity of purchase

The maximum expenditure is of 260.000 €over 4 years. Specifically estimated expenditure per lot is as follows:

- LOT-1: 190.000 €over 4 years
- LOT-2: 70.000 €over 4 years

1.6 Validity of tenders

Tenderers must maintain the validity of their tender for at least 6 months following the tender submission date.

1.7 Duration of the contract

The resulting framework contract shall enter into force on the date of signature of the last contracting party, i.e. Cedefop, and shall be valid for a period of 2 years. It may be renewed up to two (2) times, each for an additional period of one (1) year, covering an acquisition period of total four (4) years (2+1+1). Any renewal will be subject to an amendment to this contract.

1.8 Main terms of financing and payment

Payments will be made within 30 days of submission of invoices and at the conditions set out in the draft contract.

2 Technical specifications

2.1 Introduction

Cedefop wishes to acquire Personal Computers, Laptops and related services to renew the largest part of its current desktop computing infrastructure.

The goods shall be delivered and installed/assembled at Cedefop premises (GR – Thessaloniki, Pylea). The cost for transportation, disassembly and unpacking must be included in the price of each device.

2.2 General Mandatory Terms

The proposed models must be compatible with Microsoft XP and Vista as far as Operating System is concerned. They must function in a Windows Server 2000 and 2003 Active Directory domain with enforced Group Policies. In some a Unix Operating System, namely Linux might be installed.

All proposed models will be installed in a switched Ethernet network (up to Gigabit Ethernet) environment utilising DHCP over Virtual LANs.

2.3 Deliverables and LOT distribution

The call for Tenders is divided into two LOTS and for each Lot two configurations are requested:

- LOT-1: Personal Computers, 185.000 €over 4 years
 - Personal Computers – Office PC configuration: Qty125
 - Personal Computers – Lab PC configuration: Qty25
 - Flat Panel Display: Qty150
 - Ancillary Equipment, basket of goods: 14.000 €over 4 years
- LOT-2: Laptops, 65.000 €over 4 years
 - Laptops – Ultra mobile configuration: Qty20
 - Laptops – Power configuration: Qty15
 - Ancillary Equipment, basket of goods: 8.000 €over 4 years
- Extra Services at a fee: 10.000 €over 4 years
 - For extra services quantities and distribution per Lot see table 5 in paragraph 5.6

The tables in paragraphs 2.4 and 2.5 show an outline of the most critical technical characteristics of each requested base configuration for all devices. These and all other requested technical details that will be evaluated (see point 5.1 – Technical Evaluation) are presented in the technical questionnaires in Annexes A-1 and/or A-2, which must be answered in full.

2.4 LOT-1: Personal Computers

2.4.1 Item A – Office PC Configuration

	<u>Base Configuration</u> requirements
Case and type of model	Small, thin or slim Desktop Form Factor
Architecture	FSB 1033 MHz
CPU type and speed	X86 with 64 bit memory extensions and dual Core, 2 GHz
Memory	2 GB expandable to 4 GB
Hard disk	80 GB, 7200 rpm, SATA 2.0

All above are represented in the technical questionnaire in Annex A-1 (Sheet L1-A).

2.4.2 Item B – Lab PC Configuration

	<u>Base Configuration</u> requirements
Case and type of model	Tower Form Factor
Architecture	FSB 1033 MHz
CPU type and speed	X86 with 64 bit memory extensions and dual Core, 2 GHz
Memory	2 GB expandable to 4 GB
Hard disk	120 GB, 7200 rpm, SATA 2.0
Expandability	4 slots (PCI, PCIe or PCIx, a combination thereof)

All above are represented in the technical questionnaire in Annex A-1 (Sheet L1-B).

2.4.3 Item C – Flat Panel Display

	<u>Base Configuration</u> requirements
Visible Diagonal	19”
Resolution (H x V)	1280 x 1024
Response Time	=< 6 ms
Input Ports	D-SUB and DVI-D or DVI-I
Ergonomics	ISO 13406-2 Class II

All above are represented in the technical questionnaire in Annex A-1 (Sheet L1-C).

2.4.4 Ancillary Equipment

Finally, some upgrades of the requested configurations and various other computer accessories will constitute a basket of ancillary equipment. These are represented in the technical questionnaire in Annex A-1 (Sheet L1-P).

2.5 LOT-2: Laptops

2.5.1 Item A – Ultra Mobile model

	<u>Base Configuration</u> requirements
Model type	2-spindle design
Screen	14”
Weight	2.3 Kg maximum including battery and power supply
Architecture	FSB 800 MHz
CPU type and speed	X86 with 64bit memory extensions; 1.8 MHz
Memory	1 GB expandable to 2GB
Hard disk	80GB, 5400 rpm, SATA 2.0

All above are represented in the technical questionnaire in Annex A-2 (Sheet L2-A).

2.5.2 Item B – Power Configuration model

	<u>Base Configuration</u> requirements
Model Type	3-spindle design
Screen	15”
Weight	3.5 Kg maximum including battery and power supply
Architecture	FSB 800 MHz
CPU type and speed	X86 with 64bit memory extensions; 1.8 MHz
Memory	1 GB expandable to 2GB
Hard disk	80GB, 5400 rpm, SATA 2.0

All above are represented in the technical questionnaire in Annex A-2 (Sheet L2-B).

2.5.3 Ancillary Equipment

Finally, some upgrades of the requested configurations and various other computer accessories will constitute a basket of ancillary equipment. These are represented in the technical questionnaire in Annex A-1 (Sheet L2-P).

2.6 Services

Three different types of services are requested:

- Basic services, which accompany the implementation of the Framework Contract and are offered free of charge;
- Warranty and Maintenance services for each product of each lot for 3 years as well as 4th and 5th year extension;
- Extra Services for a fee.

The costs of these services (where applicable) are requested in the financial offer in Annex B-1 and/or B-2 (See also point 5.2 and 5.4).

To implement all the above services the contractor must assign staff to the following positions:

Account Manager (AM)

The AM is the primary point of contact between Cedefop and the contractor.

The AM will be responsible for the daily management ensuring that the contract is implemented and executed.

The AM is accountable for the operational execution of the contractor's services which includes all planning activities as well as problem and change coordination.

The AM will align the contractor's services with the Cedefop goals, follow up and escalate to the appropriate contractor competence centres.

Main activities:

- Control, follow-up and functional management of the contract,
- Manage any problems that may arise from Cedefop dissatisfaction with any portion of the service provided
- Change management
- Establish the regular service review procedure ensuring that all service issues are raised and dealt with effectively and within the required time scales
- Effectively liaise with subcontractors
- Contractual staff management

Field Service Supervisor (FSS)

The Field Service Supervisor is responsible for the service provided by the contractor's Field Service Technicians. He is in charge of sending the correct type of FST (see below) within the appropriate on-site intervention time.

The FSS is responsible for efficient organizing and control of the execution of standard service procedures within a group of FST as well as being responsible for providing logical support for these procedures.

Main activities:

- Functional management of his group
- Activity planning for the FST in accordance with the contractual obligations/agreements
- Installation planning and co-ordination
- Priority management
- Activity report controlling
- Incident/Problem follow-up
- Spare parts management for FST
- Co-ordination and integration with other parts of the organisation
- Escalation management

Field Service Technicians (FST)

At the beginning of the contract, Field Service Technicians (FST) will be assigned to Cedefop. After the signing of the contract, they will need to become familiar with Cedefop's equipment and procedures regarding place of delivery.

The FST will be in charge of technical interventions on site, as reported by Cedefop.

Main activities:

- Install, repair, and maintain systems
- Install, modify, and update system hardware and system software including firmware
- Test installations using various testing programs and diagnose error messages
- Make modifications and/or improvements to computers covered by the maintenance service
- maintain regular contact with the Field Service Supervisor to keep him informed on the ongoing process (activity reporting) and on any serious problem
- carry out routine maintenance procedures
- implement preventive maintenance programs involving periodical inspection.

Cedefop's participation

The contract will be supervised by Cedefop's ICTF Department with the assistance of Finance and Procurement service which concludes contracts; provides financial execution, advice, assistance and information on Cedefop's contracts, products, services and suppliers, establishes commitments, specific agreements, purchase orders and payment orders and places purchase orders for goods.

The main contact point and origin of service calls to the contractor will be the Cedefop Help Desk always informing its supervisor officer. Cedefop Help Desk is the dispatching and control centre for intervention requests for all hardware and software and for office equipment. The supervisor officer monitors Helpdesk calls and measures the quality of the service offered.

2.6.1 Basic Services

The basic services are the logistical services (ordering, delivery, order tracking and update of prices and item lists). Those services are mandatory, will not be invoiced separately and are thus included in the contract management. In detail these services are:

Ordering: The order process covers all the activities carried out for the acquisition of hardware, software and associated services by Cedefop. This includes all commercial aspects from pre-contractual contacts until signature of the order form by Cedefop.

Delivery: The delivery process goes from receipt of the fully signed order to the complete and order-compliant delivery of the ordered items.

Order Tracking: During the complete logistical process, the contractor must be able to give immediate information on the administrative status of an order at any time, from the moment the order request has been initiated by Cedefop to the payment of the associated invoice.

Product List follow-up: The Products list proposed by the Contractor may be changed after the first year on the basis of replacement of a specific item with a newer model and with equivalent usage or performance. At any updating request, replacement or introduction of a component or product, or at least every six months, an updated price lists will be established (within five (5) normal working days) by the Contractor. Any change of the Product list must be communicated to Cedefop beforehand and must be agreed by both parties before implementation. Any other alteration or addition if accompanied by a price change in the item(s) proposed must not exceed the percentage mentioned in the Framework Contract. If price exceeds this percentage it must be accompanied by clear technical justification to support such change. Cedefop reserves the right to accept or reject any change in the product catalogue or pricelist.

2.6.2 Glossary

The following glossary should be used as reference for all the terms used in the Warranty and Maintenance services.

- Incident – any event which is not part of the standard operation of a service or device and which causes, or may cause, an interruption to or a reduction of the quality of that service.
- Problem – condition often identified as a result of multiple incidents that exhibit common symptoms. Problems can also be identified from a single significant incident, indicative of a single error, for which the cause is unknown, but for which the impact is significant.
- Liquidated damages – liquidated damages are applicable when the contractor fails to meet a requirement, as measured by a performance indicator described in the Call for Tenders text. The liquidated damages described are independent of the liquidated damages generally set up in the General conditions of the framework contract. Both types of liquidated damages can be cumulated.
- Call-back response time – time between incident ticket creation and the communication of the Contractor to Cedefop’s Helpdesk.
- Incident resolution time – time between incident ticket creation by Cedefop’s Helpdesk and the moment when the incident or service request is closed, measured during the normal working hours of the service level; typically a specific email message to signal that the incident can be closed will be sent by the contractor's service desk to Cedefop’s Helpdesk.

2.6.3 Warranty and Maintenance services

For all items of all LOTS the **minimum warranty and maintenance** that is requested is 3 years on-site, covering all faulty replacement parts, labour and visiting costs to Cedefop premises within normal working hours set as **Monday to Friday from 08:30 to 17:30**.

For incidents not covered by the warranty and/or maintenance contract, an estimate for the repair work must be provided free of charge within a maximum of 2 weeks. The estimate shall describe the problem and include repair time and cost.

Incident management

A. Process flow (for Cedefop)

- A user experiencing an issue with a Personal Computer or Laptop Configuration or an accessory will refer the incident to Cedefop Helpdesk who will contact the contractor, if needed.
- A request for action from CEDEFOP is sent by email or fax to the contractor (I1).
- The contractor will send a message to Cedefop confirming that the incident was received, together with a unique incident number within the call-back response time (I2).
- If the contractor can not solve the incident (i.e. building not accessible), the contractor will send a "supplier pending" message to Cedefop.
- If the contractor believes the incident is not covered by the contract he can send back the incident to CEDEFOP using the "supplier reject" close call. This message must clearly specify the reasons why the incident was not accepted.
- Once the incident is closed, the contractor sends a "supplier resolved" message to Cedefop. This message must clearly specify the problem diagnosis and the actions carried out by the technician to restore system functionality (I3).

B. Metrics

- Process: Incident management
- Start: CEDEFOP sends email or fax to contractor

- End: Contractor sends incident resolution email or fax to CEDEFOP
- Process owner: Contractor's AM for CEDEFOP

C. Process indicators

		Maximum time difference with Indicator 1 (I1)
Indicator 1	Request for action from CEDEFOP	
Indicator 2	Call back	60 minutes for both LOTs
Indicator 3	Incident resolution time	36 normal working hours for Items in LOT-1 96 normal working hours for Items in LOT-2

D. Liquidated Damages

For each Personal Computer Configuration or Accessory affected by an incident that was not resolved within the agreed incident resolution time for the maintenance level, liquidated damages will be calculated:

- For each full hour that the resolution time of the incident is above the resolution time set, liquidated damages of 18 % of the yearly maintenance fee for an incident of LOT-1 will apply.
- For each full hour that the resolution time of the incident is above the resolution time set, liquidated damages of 10 % of the yearly maintenance fee for an incident of LOT-2 will apply.

The liquidated damages are calculated on the basis of the yearly maintenance fee (after the warranty period - 4th year) of the equipment being covered by maintenance (the configuration, **not** the specific component being replaced).

Problem management

In case Cedefop's ICTF Department or the Contractor detects a problem with a Personal Computer or Laptop Configuration or an accessory, the following actions will be taken:

- Cedefop ICTF Department will organise, within ten normal working days (I1), an ad-hoc meeting with the contractor, in order to acknowledge the problem's existence and its impact. An inventory containing all incidents (and/or all devices impacted) associated to the problem will be established by the contractor;
- The contractor will send to Cedefop within ten normal working days after the ad-hoc meeting an action plan (I2) to solve the problem; the action plan and the solution have to be approved by Cedefop;
- The progress on the action plan will be monitored in the Contractor's AM and Cedefop;
- In the specific case of repetitive failure of the same equipment component or accessory with an incident frequency passing a certain safety threshold (see Process Indicators, Indicator 3 and 4) the action plan of the contractor shall obligatorily include the preventive replacement of the particular component in the products (particular delivery lot) affected and provision to Cedefop at no cost of 5% of the affected quantity of the order (e.g. Office or Lab PC, Ultra-mobile or Power Laptop, Flat Panel Display etc.)

The monthly liquidated damages arising from the incidents associated to the problem will not be claimed by Cedefop until the problem is resolved.

A. Process Indicators

		Maximum time difference with Indicator 1 (I1)
Indicator 1	Request for action from CEDEFOP	
Indicator 2	Delivery of action plan	10 normal working days
Indicator 3	Safety threshold: 40% for Items in LOT-1	
Indicator 4	Safety threshold: 50% for Items in LOT-2	

B. Liquidated Damages

For each day of delay in the communication of the action plan or its implementation, the contractor shall, upon claim by Cedefop, pay liquidated damages of 300 €

Clock management in relation to the measurement of service quality

The clock used for measuring the service quality will be stopped in the following situations:

- Outside the defined normal working hours of the maintenance service;
- If the presence of the reporting user is required for the on-site intervention, an appointment must be made. In this case, the clock stops between the receipt of the email or telephone call and the time agreed for the beginning of the action;
- If the FST can not reach the contact person or if he can not access the equipment, he shall immediately notify Cedefop and provide the reason why the intervention cannot take place. Cedefop Helpdesk will take the appropriate measures. The FST shall not leave before having received specific instructions by Cedefop's Helpdesk.

Convertibility of Liquidated Damages

Cedefop will have the option to convert liquidated damages into provision at no cost of Personal Computer or Laptop configurations. The number of Personal Computer or Laptop configurations to be provided free of charge is the total amount of liquidated damages divided by the current price at the time of conversion. This number will be rounded up to the next integer.

2.6.4 Extra Professional Services

The contract will cover the provision of the professional services required throughout the various phases of the lifetime of Personal Computer Configurations. Specifically for these services the following profiles will be required:

- Personal Computer Installation Technician

The services will be required during normal working hours.

Profile

This section describes the staff profiles required for the provision of Extra Professional Services. The description of the profile is not exhaustive and should be regarded as indicative.

Personal Computer Installation Technician

<i>Profile type</i>	Personal Computer Installation Technician
<i>Job description</i>	<ul style="list-style-type: none"> • Unpacks Computer Packaging and assembly elements, connects them to the network, verifies that the system is able to start • Updates the delivery list with the information located on the equipments (i.e. serial numbers, asset id...)
<i>Experience</i>	<ul style="list-style-type: none"> • Minimum six months of experience in a similar position.
<i>Knowledge and skills</i>	<ul style="list-style-type: none"> • Ability to solve problems quickly and to apply simple written installation procedure. • Working knowledge of English required.

2.6.5 Other Extra Services

Preload of Cedefop's image

This service consists in the preload of Cedefop's Operating System image on the permanent storage of the Personal Computer and Laptop Configurations.

The Contractor will provide a procedure to enable Cedefop to securely update its Operating System image. After receipt of a new image, the Contractor will acknowledge the receipt of the image and proceed to its validation (limited to the ability to boot the reference image) within a maximum of ten normal working days.

Each new image will be assigned a version number and the electronic delivery notes will refer to the version of Cedefop's image which has been installed.

Onsite Service – Onsite Installation

The objective of this service is to provide the hardware installation of Personal Computer Configurations ordered under the framework contract.

Disk wiping of the equipment

This service consists in securely wiping the information stored in the memory of the equipment for which the service is requested.

The Contractor will use dedicated software and provide a detailed erasure report including hardware asset management information to comply with Cedefop requirements.

Data Recovery

This service consists in the attempt to recover the data stored on a Personal Computer Configuration hard disk when it cannot be accessed because the disk has a failure or is damaged. The service is usually supplied offsite.

Data Recovery requirements

Normal working hours	08h30 to 17h30
Call-back response time	60 minutes
On-site intervention time	6 normal working hours
Incident resolution time	20 normal working days

2.6.6 Pricing of Extra Services

For the above mentioned Extra services the Tenderer is required to analyse the method, the man-power to be allocated by answering related questions in the Technical Questionnaires found in Annex A-1 and A-2.

The cost of these services is requested in the financial offer in Annex B-1 and/or B-2 (See also point 5.2 and 5.4).

3 Specific information concerning participation to this tender

Tenderers must meet the exclusion and selection criteria and have the legal position to allow them to participate in this tendering procedure.

3.1 Exclusion criteria

Participation to this tender is only open to tenderers who are not in one of the situations listed below:

- a) 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) have been convicted of an offence concerning their professional conduct by a final court judgement;
- c) have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- d) 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;
- e) have been the subject of a final court judgement for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the Communities' financial interests;
- f) following another procurement procedure or grant award procedure financed by the Community budget, they have been declared to be in a serious breach of contract for failure to comply with their contractual obligations.

In addition to the above, contracts may not be awarded to tenderers who, during the procurement procedure:

- are subject to a conflict of interest;
- are 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.

Means of proof required

The tenderer shall provide the self-declaration found in Annex E which states that none of the aforementioned grounds for exclusion applies to the tenderer.

In case of recommendation for contract the tenderer may be requested to provide the following documentation:

Cedefop will accept, as satisfactory evidence that the tenderer is not in one of the situations described in points a), b) or e) above, production of a recent extract from the judicial record 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.

Cedefop will accept, as satisfactory evidence that the Tenderer is not in the situation described in point d) above a recent certificate issued by the competent authority of the State concerned. Where no such certificate is 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.

Cedefop reserves the right to check the situation described in points c) and f).

3.2 Selection criteria

Tenderers must submit evidence of their economic, financial, technical and professional capacity to perform the contract.

Economic & Financial capacity

Requirement

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

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

- a. appropriate statements from the banks or evidence of professional risk indemnity insurance;
- b. balance sheets or extracts from balance sheets for at least the last two years for which accounts have been closed (where publication of the balance sheet is required under the company law of the country in which the economic operator is established);
- c. a statement of overall turnover and turnover concerning products and services covered by the contract during the last three financial years.

In case tenderers are unable to furnish such documents they are required to provide justification for non provision.

Technical and professional capacity

The Tenderer must have the following technical capacity to perform the contract:

Ability to supply all items and all related services (commissioning, installation, support and maintenance) as described in this call for tender. Proof of enrolment in the relevant professional register, as prescribed by the laws of the Member State where the tenderer is established, is required.

The following documents or information must be in addition to the above presented as proof of the professional capacity to perform the proposed contract:

- detailed company profile, demonstrating the ability to perform similar services to these described in this call for tenders (i.e. specially trained technicians, relation with manufacturing company etc.); identified personnel to the positions referenced in paragraph 2.6 Services i.e. Account Manager (AM), Field Service Supervisor (FSS), Field Service Technicians (FST), Personal Computer Installation Technician using Curriculum vitae forms found in Annex I.
- list of major clients of the past three years (3) with purchases similar in scope, size and nature as those required in this call for tender indicating the amounts, the dates, the name and the status (i.e. public or private) of the consignees;
- Appropriate documentation (official letter, certificate,..) from the manufacturing company for the requested items, stating its support to the tenderer for the provision of the items and services described in this call for tender.

3.3 Legal Position

Tenderers are requested to complete the Legal entity form found in Annex F and to provide the documents requested in the form. Tenderers must ensure to include the name and function of the individual(s) entitled to sign on behalf of the organisation in the case of contract award.

4 Additional information concerning participation to this tender

4.1 Participation of consortia

Groupings of suppliers (or consortia), irrespective of their legal form, may submit a tender on condition that it complies with the rules of competition. Such groupings (or consortia) must specify the company or person heading the project and must also submit a copy of the document authorising this company or person to submit a tender.

In addition, each member of the consortium must provide the required evidence for the exclusion and selection criteria. 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.

If awarded, the contract will be signed by the company or the person heading the project who will be vis-à-vis Cedefop, the only contracting party responsible for the performance of this contract. Tenders from consortia of firms or group of service providers, contractors or suppliers, must specify the role, qualifications and experience of each member or group.

4.2 Subcontracting/Subcontractor

Any subcontracting/subcontractor must be approved by Cedefop, either by accepting the bidder's tender, or, if proposed by the Contractor after contract signature, in writing by an exchange of letters. The subcontracting/subcontractor will be accepted only if it is judged necessary and does not lead to distortion of competition. If awarded, the contract will be signed by the Tenderer, who will be vis-à-vis Cedefop the only contracting party responsible for the performance of this contract.

The tenderer must indicate clearly, which parts of the work will be sub-contracted, and the identity of all subcontractors undertaking more than 10% of the work by value.

All subcontractors must provide the required evidence for the exclusion and selection criteria.

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

5 Award of the contract

Only the tenders meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price.

Each contract shall be awarded to the tenderer submitting the tender that offers the best-value-for-money (best quality-price ratio principle).

A quality-price ratio will be calculated for each tender by dividing the total points for quality (*Total Technical Value*) by the price (*Total Financial Value*), thus indicating which tender represents the best value for money. The following ratio formula shows the calculation method:

For LOT-1, -2

$$\text{Award Ratio-1,-2} = \frac{\text{Total Technical Value (TTV-1,-2)}}{\text{Total Financial Value (TFV-1,-2)}}$$

For both Lots of this Call for Tenders the evaluation is divided into two stages, Technical Evaluation and Financial Evaluation.

A separate evaluation will be performed for each device in each LOT producing two *Technical Values*, *Total Technical Value-1 and 2 (TTV-1, TTV-2)*.

5.1 Technical Evaluation LOT-1

For LOT-1 *Total Technical Value* will reflect the separate technical evaluations of each item, as follows:

Total Technical Value-1 =	50% * Technical Value of Item A1 (TVA-1) + 15% * Technical Value of Item B1 (TVB-1) + 30% * Technical Value of Item C1 (TVC) + 5% * Technical Value of Basket of Ancillary Equipment (TVP-1)
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For calculation of TVA-1 and TVB-1 the following technical award criteria will be applied to this tendering procedure for Lot 1. Reference to question numbers in the technical questionnaire is also given:

Table 1 - Award Criteria Lot-1, Items A and B

Award criteria	Description	Percentage
1	The quality, functionality and performances of the proposed devices For Item A: (Answers to questions of Annex A1A 1.1 to 1.11) For Item B: (Answers to questions of Annex A1B 1.1 to 1.11) For Item C: (Answers to questions of Annex A1C 1.1 to 1.2)	35 %
2	Design and Ergonomic characteristics For Item A: (Answers to questions of Annex A1A 2.1 to 2.2) For Item B: (Answers to questions of Annex A1B 2.1 to 2.2) For Item C: (Answers to questions of Annex A1C 1.3 to 1.4)	20 %
3	Environmental and Energy Efficiency standards For Item A: (Answers to questions of Annex A1E Office PC) For Item B: (Answers to questions of Annex A1E Lab PC) For Item C: (Answers to questions of Annex A1E Flat Panel Display)	20 %
4	Warranty, Maintenance and other related Services For Item A: (Answer to question of Annex A1W Office PC) For Item B: (Answer to question of Annex A1W Lab PC) For Item C: (Answer to question of Annex A1C 1.5)	25 %
Technical Value per item (i.e. TVA-1, TVB-1, TVC)		

For calculation of TVP-1 the tenderer is required to give answers to questionnaire found in Annex A1P. TVP-1 will be rated according to the minimum technical specifications laid out in the 1.1 to 1.3 questions and following the marking scheme of paragraph 5.3.

For all answers in Annex A-1, full technical documentation supporting answers must be provided.

5.2 Technical Evaluation LOT-2

For LOT-2 *Total Technical Value* will reflect the separate technical evaluations of each item, as follows:

Total Technical Value-2 =	50% * Technical Value of Item A2 (TVA-2) + 40% * Technical Value of Item B2 (TVB-2) + 10% * Technical value of Basket of Ancillary Equipment (TVP-2)
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The following technical award criteria will be applied to this tendering procedure for Lot 1. Reference to question numbers in the technical questionnaire is also given:

Table 2 - Award Criteria Lot-2

Award criteria	Description	Percentage
1	The quality, functionality and performances of the proposed devices For Item A: (Answers to questions of Annex A2A 1.1 to 1.9) For Item B: (Answers to questions of Annex A2B 1.1 to 1.9)	35 %
2	Design and Ergonomic characteristics For Item A: (Answers to questions of Annex A2A 1.1 to 1.9) For Item B: (Answers to questions of Annex A2B 1.1 to 1.9)	20 %
3	Environmental and Energy Efficiency standards For Item A: (Answers to questions of Annex A2E Ultra-Mobile Laptop) For Item B: (Answers to questions of Annex A2E Power Laptop)	20 %
4	Warranty, Maintenance and other related Services For Item A: (Answer to question of Annex A2W Ultra-Mobile Laptop) For Item B: (Answer to question of Annex A2W Power Laptop)	25 %
Technical Value per item (i.e. TVA-2, TVB-2)		

For calculation of TVP-2 the tenderer is required to give answers to questionnaire found in Annex A2P. TVP-2 will be rated according to the minimum technical specifications laid out in the 1.1 to 1.3 questions and following the marking scheme of paragraph 5.3.

For all answers in Annex A-2, full technical documentation supporting answers must be provided.

5.3 Marking scheme

For the technical proposal, the tenderer is requested to fill in all fields of the technical questionnaire in Annexes A-1 and/or A-2. All questions in the technical questionnaire share the same value and will be marked using the following marking system:

Marks	Justification
0	No achievement of requirements or no answer
1	Well under requirements
2	Slightly under requirements
3	Responding to the requirements
4	Slightly above the requirements (mandatory or not)
5	Well above the requirements (mandatory or not)

Attention: mandatory requirements cannot receive a mark below 3. In such a case the whole offer will be rejected.

Tenders scoring less than 65 (of a maximum of 100) points against the technical criteria, will not be considered acceptable and will therefore not have their financial proposal evaluated.

5.4 Financial evaluation

Tenders which have not received at least 65 % of the above total will not be considered acceptable and therefore not have their financial proposal evaluated.

Financial value will be established on a pre-announced financial scenario based on the tenderer’s offered price quotations. For the financial proposal, the tenderer must present a detailed breakdown of the price offered and fill in all fields of the financial offer in Annexes B-1 and/or B-2.

5.5 Calculation of cost per item

The unit prices for each item acquisition shall include all options proposed to cover mandatory requirements in Annex A-1 and/or A-2 that have been subject to the Technical Evaluation, including the warranty and maintenance costs requested in point 2.6 and all associated services (if any).

In details this *item acquisition price* represents the addition of sub-categories “**Device**”, “**Basic Maintenance and Warranty**” and “**Services**” of the financial offer in Annex B-1 and/or B-2.

For each item of each LOT

$$\text{Item Acquisition Price} = \text{Cost of Item} + \text{Cost of Basic Maintenance and Warranty} + \text{Cost of 4}^{\text{th}} \text{ Year of Maintenance and Warranty}$$

5.6 Quantities per lot for Financial Evaluation Scenario

After the calculation of the cost for each item the *Total Financial Value* per lot will be produced based on the following quantities:

Table 3 – LOT-1 Quantities for Total Financial Value

	Item	Quantities
Item A	Office Personal Computers	120
Item B	Lab Personal Computers	30
Item C	Flat Panel Display	150

Table 4 - LOT-2 Quantities for Total Financial Value

	Item	Quantities
Item A	Ultra Mobile Model	25
Item B	Power Configuration Model	10

For both LOTs the quantities for the basket of ancillary equipment are detailed referenced in Annex B-1 and B-2.

As far as extra services are concerned please find below the financial scenario that will be used for evaluation:

Table 5 - Quantities for Extra Services for both LOTs

Item	Quantities for LOT-1	Quantities for LOT-2
Person/Day of Personal Computer Installation Technician	40	10
Preload of Cedefop's image (per PC or Laptop)	50	20
Onsite Service – Onsite Installation (per PC or Laptop)	20	5
Data wiping of the equipment (per PC or Laptop)	10	5
Data Recovery (per Hard Disk)	4	2

5.7 General information concerning prices

- The prices quoted must be fixed and not revisable for the first year of the contract. From the second year of the contract prices may be revised as specified in the draft contract.
- The Products list proposed by the Contractor may be changed after the first year on the basis of replacement of a specific item with a newer model and with equivalent usage or performance. Any change of the Product list must be communicated to Cedefop beforehand and must be agreed by both parties before implementation. Any other alteration or addition if accompanied by a price change in the item(s) proposed must not exceed the percentage mentioned in the Framework Contract. If price exceeds this percentage it must be accompanied by clear technical justification to support such change. Cedefop reserves the right to accept or reject any change in the product catalogue or pricelist.
- Prices must be quoted in Euro and include all expenses such as transport, delivery, unpacking etc.
- Under article 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, Cedefop is exempt from all charges, taxes and dues, including value added tax (VAT). Such charges may not therefore be included in the calculation of the price quoted. The VAT amount must be indicated separately.

6 Information on presentation and content of tender

It is extremely important that tenderers present their tender in the correct format and provide all documents necessary to enable the evaluation committee to assess their tender. Tenderers should note the instructions indicated in the invitation letter of this call for tender.

In addition, below you will find details of the required documentation.

6.1 Envelope A – Supporting documents

One original and one copy of:

- the checklist found in Annex H
- the exclusion criteria declaration as requested in point 3.1 and standard template found in Annex E
- the selection criteria documents as requested in point 3.2
- the legal entity form as requested in point 3.3 and found in Annex F
- a statement containing the name and position of the individual(s) entitled to sign the contract
- the financial identification form as found in Annex G

6.2 Envelope B – Technical proposal

One original signed unbound copy and four bound copies of:

- the technical questionnaire providing all information requested in point 5.1 and Annex A-1 and/or A-2 including information relevant to subcontracting as requested in point 4.2.

6.3 Envelope C – Financial proposal

One original signed unbound copy and four bound copies of:

- The financial offer of Annex B-1 and/or B-2 containing all information requested in points 5.2 to 5.6.

ANNEX A-1

TECHNICAL QUESTIONNAIRE

FOR LOT-1

Personal Computer - Office model configuration			
Product Identification			
Manufacturer			
Model Offered			
Product Number			
Question	Technical Characteristic	Minimum Requirement	Tenderer Value
1.1	CPU		
	What is the Brand/Model/Speed of the CPU?		
1.1.1	How many CPU cores are present in the CPU of the proposed configuration?	2	
1.1.2	Is the proposed CPU an x86 processor with 64 bit memory extensions support?	YES (Mandatory)	
1.1.3	Indicate the amount of cache memory in the CPU	4 MB	... MB
1.2	Architecture		
1.2.1	Is the Front Side Bus speed at least 1033 Mhz?	YES (Mandatory)	
	What is the Front Side Bus speed?	1033 MHz	... MHz
1.2.2	What is the number and type of buses?		
1.2.3	What is the number of slots and their respective types?		Reference: ...
1.2.4	What is the number of free slots and their respective types?		Reference: ...
1.3	Memory		
1.3.1	Is the proposed configuration equipped with at least 2 Gigabytes RAM?	YES (Mandatory)	
1.3.2	What is the amount of RAM installed in the proposed configuration?	2 GB	
1.3.3	Can the proposed configuration be upgraded to at least 4 Gigabytes RAM without replacing the already installed memory modules?	YES (Mandatory)	
1.4	Internal Storage		
1.4.1	What is the size (in Gigabytes) of the hard disk drive?	80 GB	... GB
1.4.2	What is the speed in revolutions per minute (RPM) of the hard disk drive?	7200 rpm	... rpm
1.4.3	What is the SATA version used to connect the hard disk drive?	2.0	
1.4.4	What is the DVD reader speed (CD-ROM)?	48x	
1.4.5	What is the DVD reader speed (DVD-ROM)?	16x	
1.5	Graphics		
1.5.1	Is the proposed configuration equipped with a Vista Aero capable graphics subsystem?	YES (Mandatory)	
1.5.2	Is the proposed configuration equipped with a VGA D-SUB 15 pins connector?	YES (Mandatory)	
1.5.3	Is the proposed configuration equipped with a DVI-D or DVI-I connector?	YES (Mandatory)	...
1.6	Audio Device		
1.6.1	Is the proposed configuration equipped with a High Definition audio device?	YES (Mandatory)	
1.6.2	Is the proposed configuration equipped with a Stereo In audio connector?	YES (Mandatory)	
1.6.3	Is the proposed configuration equipped with a Microphone In audio	YES (Mandatory)	
1.6.4	Is the proposed configuration equipped with a Stereo Out audio connector?	YES (Mandatory)	
1.7	Network		
1.7.1	Is the proposed configuration equipped with a 10/100/1000 RJ45 Network Interface?	YES (Mandatory)	
1.7.2	Is the proposed configuration equipped with a Wake Up On LAN (WOL) Network Interface?	YES (Mandatory)	
1.7.3	What are the Name/model and characteristics of the network interface?		
1.8	USB Ports		
1.8.1	Is the proposed configuration equipped with at least four (4) rear USB ports?	YES (Mandatory)	
1.8.2	Is the proposed configuration equipped with at least two (2) front USB ports?	YES (Mandatory)	
1.8.3	What is the speed of the USB ports available on the proposed configuration?		
1.9	Expansion Slots		
1.9.1	How many free expansion slots is the proposed configuration equipped with (PCI, PCIe, PCIx)?		
	Please describe expansion slots? (i.e. full or half height etc.)		Reference: ...
1.10	Input Devices		
1.10.1	Is the proposed configuration equipped with a UK English (Qwerty) keyboard - USB connect?	YES (Mandatory)	
1.10.2	Are all the European Union Member States main reference keyboard layouts available?	YES (Mandatory)	
1.10.3	Is the proposed configuration equipped with an optical wheel mouse - USB connect?	YES (Mandatory)	
1.10.4	Is the keyboard offered a USB hub?		YES/ NO
1.11	Firmware, Software		
1.11.1	Is a BIOS update software included in the proposed configuration?		YES/ NO
1.11.2	Can the BIOS update be executed from within Windows?		YES/ NO
1.11.3	Have you enclosed a description of your BIOS/CMOS management software?		YES/ NO

1.11.4	Is a Desktop Linux Distribution with commercial support services supported on the proposed configuration? Please state which:	YES (Mandatory)	Reference: ...
1.11.5	Are all the necessary drivers and software Windows XP (SP2) certified?	YES (Mandatory)	
1.11.6	Are all the necessary drivers and software Windows Vista certified?	YES (Mandatory)	
1.11.7	Is the OEM licence of Windows XP Service Pack 2 included in your proposal?	YES (Mandatory)	
1.11.8	Is an administration software included in the proposed configuration?		YES/ NO
2.1	Case - Ergonomics		
2.1.1	Is the proposed Personal Computer a Desktop Form Factor or Small Form Factor?	YES (Mandatory)	
2.1.2	What are the dimensions of the proposed computer case? (LxWxH in cm)		... cm x ... cm x ... cm
2.1.3	Is the proposed Personal Computer protected against theft? What are the theft protection features available?	YES (Mandatory)	Reference: ...
2.1.4	Is the proposed configuration equipped with a Trusted Platform Module version 1.2?	YES (Mandatory)	
2.1.5	Is the Power Supply Auto Sensing 100-240 VAC for worldwide usage?	YES (Mandatory)	
2.1.6	Has the keyboard any ID expansion functionalities (i.e. Smartcard, Biometrics reader etc.)?		YES/ NO
2.2	Noise Level		
2.2.1	What are the L_{WAd} noise level [B] and L_{pAm} [db(A)] measured according to ISO9296 under idle mode (as defined by Energy Star Program Requirement for Computers version 4.0) (with speakers off)?		
2.2.2	What are the L_{WAd} noise level [B] and L_{pAm} [db(A)] measured according to ISO9296 under maximum power testing load (as defined by Energy Star Program Requirement for Computers version 4.0) (with speakers off)?		
2.2.3	What are the L_{WAd} noise level [B] and L_{pAm} [db(A)] measured according to ISO9296 when accessing the Hard Disk Drive (with speakers off)?		
2.2.4	What are the L_{WAd} noise level [B] and L_{pAm} [db(A)] measured according to ISO9296 under Optical Disk Drive load (with speakers off)?		

Personal Computer - Lab model configuration			
Product Identification			
Manufacturer			
Model Offered			
Product Number			
Question	Technical Characteristic	Minimum Requirement	Tenderer Value
1.1	CPU		
	What is the Brand/Model/Speed of the CPU?		
1.1.1	How many CPU cores are present in the CPU of the proposed configuration?	2	
1.1.2	Is the proposed CPU an x86 processor with 64 bit memory extensions support?	YES (Mandatory)	
1.1.3	Indicate the amount of cache memory in the CPU.	4 MB	... MB
1.2	Architecture		
1.2.1	Is the Front Side Bus speed at least 1033 Mhz?	YES (Mandatory)	
	What is the Front Side Bus speed?	1033 MHz	... MHz
1.2.2	What is the number and type of buses?		
1.2.3	What is the number of slots and their respective types?		Reference: ...
1.2.4	What is the number of free slots and their respective types?		Reference: ...
1.3	Memory		
1.3.1	Is the proposed configuration equipped with at least 2 Gigabytes RAM?	YES (Mandatory)	
1.3.2	What is the amount of RAM installed in the proposed configuration?	2 GB	
1.3.3	Can the proposed configuration be upgraded to at least 4 Gigabytes RAM without replacing the already installed memory modules?	YES (Mandatory)	
1.4	Internal Storage		
1.4.1	What is the size (in Gigabytes) of the hard disk drive?	120 GB	... GB
1.4.2	What is the speed in revolutions per minute (RPM) of the hard disk drive?	7200 rpm	... rpm
1.4.3	What is the SATA version used to connect the hard disk drive?	2.0	
1.4.4	What is the DVD reader speed (CD-ROM)?	48x	
1.4.5	What is the DVD reader speed (DVD-ROM)?	16x	
1.5	Graphics		
1.5.1	Is the proposed configuration equipped with a Vista Aero capable graphics subsystem?	YES (Mandatory)	
1.5.2	Is the proposed configuration equipped with a VGA D-SUB 15 pins connector?	YES (Mandatory)	
1.5.3	Is the proposed configuration equipped with a DVI-D or DVI-I connector?	YES (Mandatory)	...
1.6	Audio Device		
1.6.1	Is the proposed configuration equipped with a High Definition audio device?	YES (Mandatory)	
1.6.2	Is the proposed configuration equipped with a Stereo In audio connector?	YES (Mandatory)	
1.6.3	Is the proposed configuration equipped with a Microphone In audio	YES (Mandatory)	
1.6.4	Is the proposed configuration equipped with a Stereo Out audio connector?	YES (Mandatory)	
1.7	Network		
1.7.1	Is the proposed configuration equipped with a 10/100/1000 RJ45 Network Interface?	YES (Mandatory)	
1.7.2	Is the proposed configuration equipped with a Wake Up On LAN (WOL) Network Interface?	YES (Mandatory)	
1.7.3	What are the Name/model and characteristics of the network interface?		
1.8	USB Ports		
1.8.1	Is the proposed configuration equipped with at least four (4) rear USB ports?	YES (Mandatory)	
1.8.2	Is the proposed configuration equipped with at least two (2) front USB ports?	YES (Mandatory)	
1.8.3	What is the speed of the USB ports available on the proposed configuration?		
1.9	Expansion Slots		
1.9.1	Is the proposed configuration equipped with at least four free expansion slots (PCI, PCIe, PCIx)?	YES (Mandatory)	
	Please describe expansion slots.		Reference: ...
1.10	Input Devices		
1.10.1	Is the proposed configuration equipped with a UK English (Qwerty) keyboard - USB connect?	YES (Mandatory)	
1.10.2	Are all the European Union members States main reference keyboard layouts available?	YES (Mandatory)	
1.10.3	Is the proposed configuration equipped with an optical wheel mouse - USB connect?	YES (Mandatory)	
1.10.4	Is the keyboard offered a USB hub?		YES/ NO
1.11	Firmware, Software		
1.11.1	Is a BIOS update software included in the proposed configuration?		YES/ NO
1.11.2	Can the BIOS update be executed from within Windows?		YES/ NO
1.11.3	Have you enclosed a description of your BIOS/CMOS management software?		YES/ NO

1.11.4	Is a Desktop Linux Distribution with commercial support services supported on the proposed configuration? Please state which:	YES (Mandatory)	Reference: ...
1.11.5	Are all the necessary drivers and software Windows XP (SP2) certified?	YES (Mandatory)	
1.11.6	Are all the necessary drivers and software Windows Vista certified?	YES (Mandatory)	
1.11.7	Is the OEM licence of Windows XP Service Pack 2 included in your proposal?	YES (Mandatory)	
1.11.8	Is an administration software included in the proposed configuration?		YES/ NO
2.1	Case - Ergonomics		
2.1.1	Is the proposed Personal Computer a Tower Form Factor?	YES (Mandatory)	
2.1.2	What are the dimensions of the proposed computer case? (LxWxH in cm)?		... cm x ... cm x ... cm
2.1.3	Is the proposed Personal Computer protected against theft? What are the theft protection features available?	YES (Mandatory)	Reference: ...
2.1.4	Is the proposed configuration equipped with a Trusted Platform Module version 1.2?	YES (Mandatory)	
2.1.5	Is the Power Supply Auto Sensing 100-240 VAC for worldwide usage?	YES (Mandatory)	
2.1.6	Has the keyboard any ID expansion functionalities (i.e. Smartcard, Biometrics reader etc.)?		YES/ NO
2.2	Noise Level		
2.2.1	What are the L_{WAd} noise level [B] and L_{pAm} [db(A)] measured according to ISO9296 under idle mode (as defined by Energy Star Program Requirement for Computers version 4.0) (with speakers off)?		
2.2.2	What are the L_{WAd} noise level [B] and L_{pAm} [db(A)] measured according to ISO9296 under maximum power testing load (as defined by Energy Star Program Requirement for Computers version 4.0) (with speakers off)?		
2.2.3	What are the L_{WAd} noise level [B] and L_{pAm} [db(A)] measured according to ISO9296 when accessing the Hard Disk Drive (with speakers off)?		
2.2.4	What are the L_{WAd} noise level [B] and L_{pAm} [db(A)] measured according to ISO9296 under Optical Disk Drive load (with speakers off)?		

Flat Panel Display			
Product Identification			
Manufacturer			
Model Offered			
Product Number			

Question	Technical Characteristic	Minimum Requirement	Tenderer Value
1.1	Graphics		
1.1.1	Is the proposed configuration equipped with a VGA D-SUB 15 pins connector?	YES (Mandatory)	
1.1.2	Is the proposed configuration equipped with a DVI-D or DVI-I connector?	YES (Mandatory)	
1.1.3	Is a VGA connexion cable provided with the proposed configuration?	YES (Mandatory)	
1.1.4	Is a DVI connexion cable provided with the proposed configuration?	YES (Mandatory)	
1.2	Display Characteristics		
1.2.1	Does the proposed configuration have a diagonal length of at least 19"?	YES (Mandatory)	
	What is the proposed standard Flat Panel Display diagonal length?	19"	... inch
1.2.2	Does the proposed configuration have an Horizontal resolution of at least 1280 pixels?	YES (Mandatory)	
	What is the proposed standard Flat Panel Display Horizontal resolution (in pixels)?		
1.2.3	Does the proposed configuration have a Vertical resolution of at least 1024 pixels?	YES (Mandatory)	
	What is the proposed standard Flat Panel Display Vertical resolution (in pixels)?		
1.2.4	What is the Horizontal/Vertical ratio of the proposed standard Flat Panel Display?		
1.2.5	Does the proposed configuration meet the requirements for ISO 13406-2 class 2?	YES (Mandatory)	
1.2.6	Does the proposed configuration have an horizontal viewing angle of at least 160°?	YES (Mandatory)	
1.2.7	Does the proposed configuration have an vertical viewing angle of at least 160°?	YES (Mandatory)	
1.2.8	Does the proposed configuration have a brightness level of at least 300 cd/m ² ?	YES (Mandatory)	
1.2.9	Does the proposed configuration have a contrast level of at least 600:1 ?	YES (Mandatory)	
1.2.10	Does the proposed configuration have a response time of 6 milliseconds maximum?	YES (Mandatory)	
1.3	Case		
1.3.1	Is the Power Supply Auto Sensing 100-240 VAC for worldwide usage?	YES (Mandatory)	
1.3.2	Is the proposed Personal Computer protected against theft?	YES (Mandatory)	
	What are the theft protection features available?		
1.3.3	Is the proposed configuration equipped with a tilt swivel base?	YES (Mandatory)	
1.4	Audio Device		
1.4.1	Is the proposed configuration equipped with two integrated speakers for audio rendering?		YES / NO
1.5	Service, warranty and maintenance		
1.5.1	Do you agree with the minimum warranty terms set on Paragraph 2.6.2 of the Tendering Specifications?	YES (Mandatory)	
1.5.2	The standard duration of the guarantee is 3 years. Do you agree to offer a maintenance on a year by year basis after the warranty for proposed devices, with a maximum duration of 5 years (3+1+1 or 3+2)?	YES (Mandatory)	
1.5.3	Explain how your service department can ensure the levels of support required.		Reference: ...
1.5.4	Do you offer to provide a single point of contact for incident reporting?		
1.5.5	Describe the structure and the size of the technical staff and explain how you will guarantee the above requirements and ensure full respect of the warranty plan proposed.		Reference: ...
1.5.6	Please specify the types of relationship your company maintains with the manufacturers of each proposed devices (Golden partnership, authorized dealer,...).		Reference: ...

Questions		<i>Brief response and/or reference</i>	<i>Brief response and/or reference</i>	<i>Brief response and/or reference</i>
Environmental & Energy efficiency Criteria		Office PC	Lab PC	Flat Panel Display
1.1	RoHS, WEEE			
1.1.1	Is the proposed model ROHS (2002/95/EC, 27 January 2003) compliant ?	YES (Mandatory)	YES (Mandatory)	YES (Mandatory)
1.1.2	Is the proposed model WEEE (2002/95/EC, 27 January 2003) compliant ?	YES (Mandatory)	YES (Mandatory)	YES (Mandatory)
1.2	Recycling, packaging			
1.2.1	Do you have a recycling program for the proposed configuration? Please provide details about it and notably concerning the recycling process of hazardous substances and materials, plastics and metals, etc...	Reference: ...	Reference:	Reference:
1.3	Energy consumption			
1.3.1	What is the power consumption [Watt] under idle load (as defined by Energy Star Program Requirement for Computers version 4.0)?	... Watt	... Watt	... Watt
1.3.2	What is the power consumption [Watt] under maximum power load (as defined by Energy Star Program Requirement for Computers version 4.0)?	... Watt	... Watt	... Watt
1.3.3	What is the power consumption [Watt] under sleep mode state (as defined by Energy Star Program Requirement for Computers version 4.0)?	... Watt	... Watt	... Watt
1.3.4	What is the power consumption [Watt] under standby (off mode) as defined by Energy Star Program Requirement for Computers version 4.0)?	... Watt	... Watt	... Watt
1.3.5	What is the maximum heat output [BTU/hour] of the proposed configuration? Please provide details.			
1.4	Emissions			
1.4.1	Does the proposed configuration conform to the EN 60950 standard?	YES (Mandatory)	YES (Mandatory)	YES (Mandatory)
	Please provide details.	Reference: ...	Reference:	Reference:
1.4.2	Does the proposed configuration conform to the EN 55022 standard?	YES (Mandatory)	YES (Mandatory)	YES (Mandatory)
	Please provide details.	Reference: ...	Reference:	Reference:
1.4.3	Does the proposed configuration conform to the EN 50082 or EN 61000 standard?	YES (Mandatory)	YES (Mandatory)	YES (Mandatory)
	Please provide details.	Reference: ...	Reference:	Reference:

Questions		<i>Brief response and/or reference</i>	<i>Brief response and/or reference</i>
Warranty, maintenance and other services		Office PC	Lab PC
1.1	Tenderers Positions		
1.1.1	Have you identified the Account Manager (AM) representing your company?	YES (Mandatory)	YES (Mandatory)
1.1.2	Have you identified the Field Service Supervisor (FSS) representing your company?	YES (Mandatory)	YES (Mandatory)
1.1.3	Have you identified the Field Service Technicians (FST) representing your company?	YES (Mandatory)	YES (Mandatory)
1.2	Basic Services		
1.2.1	Specify in detail how you intend to provide Basic Services as described in 2.6.1 and any improvement to the procedures and requirements for the implementation of the Framework Contract, if any.		
1.3	Service and maintenance Services		
1.3.1	Do you agree with the maintenance terms set on Paragraph 2.6.2 of the Tendering Specifications?	YES (Mandatory)	YES (Mandatory)
1.3.2	Specify in detail any improvement to the procedures and requirements for warranty and maintenance.		
1.3.3	The standard duration of the guarantee is 3 years. Do you agree to offer a maintenance on a year by year basis after the warranty for proposed devices, with a maximum duration of 5 years (3+1+1 or 3+2)?	YES (Mandatory)	YES (Mandatory)
1.3.4	Describe the structure and the size of the technical staff and explain how you will guarantee the above requirements and ensure full respect of the warranty plan proposed.	Reference: ...	Reference: ...
1.3.5	Explain in detail how you will carry out interventions outside the coverage of the "Standard Maintenance" on request. Provide a detailed description on how you intend to provide this additional level of service.	Reference: ...	Reference: ...
1.3.6	Do you provide support staff possessing, for each proposed model, a certification of competence from the manufacturer of that model?	Reference: ...	Reference: ...
1.3.7	Please explain your policy about previous question and state contractual relationship of support staff with your company (employee, consultant, other...).		
1.3.8	Will you provide firmware, BIOS or software updates for bug or problem fixes at no extra cost? If your answer is YES, explain how you plan to provide this service?		
1.3.9	Explain how your service department can ensure the levels of support required.	Reference: ...	Reference: ...
1.3.10	Please specify the types of relationship your company maintain with the manufacturers of each proposed devices (Golden partnership, authorized dealer,...).	Reference: ...	Reference: ...
1.4	Extra Services		
1.4.1	Have you identified the Desktop System Engineer required for Extra Services?	YES (Mandatory)	YES (Mandatory)
1.4.2	Have you identified the Personal Computer Installation Technician required for Extra Services?	YES (Mandatory)	YES (Mandatory)

Basket Of Ancillary Equipment

Item	Technical Characteristic	Proposed Manufacturer and Model	Reference of Product Sheet
1.1	Upgrade Of Office PC		
1.1.1	Upgrade of standard processor to the highest performance		
1.1.2	Upgrade of standard memory to 4 GB		
1.1.3	Upgrade of hard disk to 160 GB SATA 2.0		
1.2	Upgrade Of Lab PC		
1.2.1	Upgrade of standard processor to the highest performance		
1.2.2	Upgrade of standard memory to 4 GB		
1.2.3	Upgrade of hard disk to 250 GB SATA 2.0		
1.2.3	Upgrade of hard disk to 500 GB SATA 2.0		
1.3	Extra Equipment		
1.3.1	Memory module 2 GB for Office PC or Lab PC		
1.3.2	Graphic Card for Office PC (256 MB of RAM and DVI output)		
1.3.3	Graphic Card for Lab PC (with 256 MB of RAM and DVI output)		
1.3.4	21" Flat Panel Display (non-wide format, resolution 1680x1280, DVI input, less than 8 ms response time)		
1.3.5	22" Flat Panel Wide Display (wide format, resolution 1680x1050, DVI input, less than 6 ms response time)		
1.3.6	40" screen for Presentations (resolution 1920x1080p, DVI, S-Video, HDMI, PC Video inputs)		
1.3.7	PCI Ethernet Card 10/100/1000		
1.3.8	PCI Card with Firewire port (IEEE 1394)		
1.3.9	PCI Card with e-SATA port		
1.3.10	Bluetooth adapter or USB Stick		
1.3.11	Smart Card reader (
1.3.12	Keyboard of any European Language		
1.3.13	USB 2.0 Web Camera attachable to Flat Panel Display (640x480 pix, at least 15 to 30 fps, Still image 1 Mpix, with microphone)		
1.3.14	External hard drive 500 GB, USB 2.0		
1.3.15	External DVD±RW, USB 2.0		
1.3.16	Optical mouse with wheel		
1.3.17	Wireless Optical mouse with wheel		
1.3.18	Wireless Keyboard		
1.3.19	USB 2.0 memory stick 512 MB		
1.3.20	USB 2.0 memory stick 2 GB		
1.3.21	USB 2.0 memory stick 4 GB		
1.3.22	USB 2.0 Hub with power		
1.3.23	8-port Ethernet Hub 10/100 Autoswitch		
1.3.24	UPS Unit (640 VA)		

ANNEX A-2

TECHNICAL QUESTIONNAIRE

FOR LOT-2

Laptop Computer - Ultra-Mobile model configuration			
Product Identification			
Manufacturer			
Model Offered			
Product Number			
Question	Technical Characteristics	Minimum Requirement	Tenderer Value
1.1	CPU		
	What is the Brand/Model/Speed of the CPU		
1.1.1	How many CPU cores are present in the CPU of the proposed configuration?	2	
1.1.2	Is the proposed CPU an x86 processor with 64 bit memory extensions support?	<input type="checkbox"/> YES (Mandatory)	
1.1.3	Indicate the amount of cache memory in the CPU	2 MB	... MB
1.1.4	Is the CPU speed at least 1.8 Mhz?	<input type="checkbox"/> YES (Mandatory)	
	What is the CPU speed?	1.8 MHz	... Mhz
1.2	Architecture		
1.2.1	Is the Front Side Bus speed at least 667 Mhz?	<input type="checkbox"/> YES (Mandatory)	
	What is the Front Side Bus speed?	667 MHz	... MHz
1.2.2	What is the number and type of buses?		
1.3	Memory		
1.3.1	Is the proposed configuration equipped with at least 1 Gigabyte RAM?	<input type="checkbox"/> YES (Mandatory)	
1.3.2	What is the amount of RAM installed in the proposed configuration?	1 GB	... GB
1.3.3	Can the proposed configuration be upgraded to at least 2 Gigabytes RAM without replacing the already installed memory modules?	<input type="checkbox"/> YES (Mandatory)	
1.4	Internal Storage		
1.4.1	What is the size (in Gigabytes) of the hard disk drive?	80 GB	... GB
1.4.2	What is the speed in revolutions per minute (RPM) of the hard disk drive?	5400 rpm	... rpm
1.4.3	What is the SATA version used to connect the hard disk drive?	2.0	
1.4.4	What is the DVD reader speed (CD-ROM)?	48x	...x
1.4.5	What is the DVD reader speed (DVD-ROM)?	16x	...x
1.4.6	What is the DVD writer speed (CD-ROM)?	48x	...x
1.4.7	What is the DVD writer speed (DVD-ROM)?	12x	...x
1.4.8	Is dual layer writing supported on the DVD writer?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.5	Graphics		
1.5.1	Is the proposed configuration equipped with a Vista Aero capable graphics subsystem?	<input type="checkbox"/> YES (Mandatory)	
	What are the Name/model and characteristics (chipset) of the graphics adapter?		
1.5.2	Is the proposed configuration equipped with a VGA D-SUB 15 pins connector?	<input type="checkbox"/> YES (Mandatory)	
1.5.3	Is the proposed configuration equipped with a DVI-D or DVI-I connector?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.5.4	Is the proposed configuration equipped with a S-Video connector?	<input type="checkbox"/> YES (Mandatory)	
1.5.5	What is the amount of video memory supported by the proposed configuration?	128 MB	... MB
1.5.6	Please describe the way graphics subsystem allocates graphics memory (built-in or dynamic video memory)		
1.5.7	Is the maximum resolution for external displays 1600x1200 pixel with true color?	<input type="checkbox"/> YES (Mandatory)	
1.5.8	Is MPEG-2 hardware acceleration supported?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.6	Screen		
1.6.1	Does the proposed configuration have a diagonal length of at least 14"?	<input type="checkbox"/> YES (Mandatory)	
	What is the screen's diagonal length?	15.4"	... inch
1.6.2	Is the maximum resolution supported 1280x1024 pixel with true color?		
1.6.3	Is the screen proposed with a non-wide format screen (4:3 ratio)?	<input type="checkbox"/> YES (Mandatory)	
1.7	Audio Device		
1.7.1	Is the proposed configuration equipped with a High Definition audio device?	<input type="checkbox"/> YES (Mandatory)	
1.7.2	Is the proposed configuration equipped with a Stereo In audio connector?	<input type="checkbox"/> YES (Mandatory)	
1.7.3	Is the proposed configuration equipped with a Stereo Out audio connector?	<input type="checkbox"/> YES (Mandatory)	
1.8	Network		
1.8.1	Is the proposed configuration equipped with a 10/100 RJ45 Network Interface?	<input type="checkbox"/> YES (Mandatory)	
1.8.2	Is the proposed configuration equipped with a Wake Up On LAN (WOL) Network Interface?	<input type="checkbox"/> YES (Mandatory)	
	What are the Name/model and characteristics of the network interface?		
1.9	Wireless Network		
1.9.1	Is the proposed configuration equipped with a WLAN Network Interface?	<input type="checkbox"/> YES (Mandatory)	
1.9.2	What WLAN 802.11 protocol is supported:	<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> G	
	What are the Name/model and characteristics of the wireless network interface?		Reference: ...
1.9.3	Is the proposed configuration equipped with a Bluetooth adapter v2.0?		<input type="checkbox"/> YES / <input type="checkbox"/> NO

1.10	Expansion Ports/Slots		
1.10.1	Is the proposed configuration equipped with at least two (2) USB 2.0 ports?	<input type="checkbox"/> YES (Mandatory)	
1.10.2	Is the proposed configuration equipped with at least one Type I/II PC Card slot?	<input type="checkbox"/> YES (Mandatory)	
1.10.3	Is the proposed configuration equipped with a Secure Digital (SD) Media Slot?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.10.4	Is the proposed configuration equipped with an infrared Link (Fast IrDa 1.1, 4 Mbps)?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.10.5	Is the proposed configuration equipped with a modem RJ-11 connector?	<input type="checkbox"/> YES (Mandatory)	
1.10.6	Is the proposed configuration equipped with a IEEE 1394 connector?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.10.7	Is the proposed configuration equipped with a Serial port?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.10.8	Is the proposed configuration equipped with a Parallel port?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.10.9	Is the proposed configuration equipped with a PS/2 port for external keyboard/mouse?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.11	Input Devices		
1.11.1	Is the proposed configuration equipped with a UK English (Qwerty) 101-keys keyboard?	<input type="checkbox"/> YES (Mandatory)	
1.11.2	Is the proposed configuration equipped with (at least one):		
	Touchpad		<input type="checkbox"/> YES / <input type="checkbox"/> NO
	Touchstick/Pointstick		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.12	Firmware, Software		
1.12.1	Is a BIOS update software included in the proposed configuration?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.12.2	Can the BIOS update be executed from within Windows?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.12.3	Have you enclosed a description of your BIOS/CMOS management software?		Reference: ...
1.12.4	Is BIOS ACPI (1.0), DMI 2.0, APM?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.12.5	Are all the necessary drivers and software Windows XP (SP2) certified?	<input type="checkbox"/> YES (Mandatory)	
1.12.6	Are all the necessary drivers and software Windows Vista certified?	<input type="checkbox"/> YES (Mandatory)	
1.12.7	Is the OEM licence of Windows Vista Business UK included in your proposal?	<input type="checkbox"/> YES (Mandatory)	
1.12.8	Is a restore configuration CD or DVD included in the proposed configuration?	<input type="checkbox"/> YES (Mandatory)	
1.12.9	Is an administration software included in the proposed configuration?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
2.1	Ergonomics		
2.1.2	What are the dimensions of the proposed model? (Height x Width x Depth		... mm x ... mm x ... mm
2.1.3	Is the proposed laptop protected against theft?	<input type="checkbox"/> YES (Mandatory)	
	What are the theft protection features available?		Reference: ...
2.1.4	Is the proposed configuration equipped with a Trusted Platform Module version 1.2?	<input type="checkbox"/> YES (Mandatory)	
2.1.5	Is the Power Supply Auto Sensing 100-240 VAC for worldwide usage?	<input type="checkbox"/> YES (Mandatory)	
2.1.6	Has the proposed configuration any ID expansion functionalities (i.e. Smartcard, Biometrics reader etc.)?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
2.1.7	Is there a password protected BIOS?	<input type="checkbox"/> YES (Mandatory)	
2.1.8	Is there a different password for the System and BIOS setup?	<input type="checkbox"/> YES (Mandatory)	
2.1.9	Travel weight of proposed laptop (Travel weight = total weight of the laptop package for computing on the road including laptop + battery + all adapter modules for connecting accessories)	max: 2 Kg	... Kg
2.1.10	System weight of proposed laptop (System weight = laptop + battery + internal optical drive)		... Kg
2.2	Battery		
2.2.1	Is there a Removable Li-ion battery with 4 hours battery life?	<input type="checkbox"/> YES (Mandatory)	
2.2.2	How many cells does the battery has?	6	... cells
2.2.3	Is there a way to add to the proposed model a second battery to ensure a battery life of up to 7 hours?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
2.2.4	Please describe the way of 2nd battery support (hot swapping it with CD ROM unit if present or by another coupling mechanism)		Reference: ...
2.3	Noise Level		
2.3.1	What is the maximum noise level (when fully operational, excluding audio) at 50cm from the equipment [dBA] ?
2.3.2	Noise levels in power saving modes [dBA]

Laptop Computer - Power configuration model			
Product Identification			
Manufacturer			
Model Offered			
Product Number			
Question	Technical Characteristics	Minimum Requirement	Tenderer Value
1.1	CPU		
	What is the Brand/Model/Speed of the CPU?		
1.1.1	How many CPU cores are present in the CPU of the proposed configuration?	2	
1.1.2	Is the proposed CPU an x86 processor with 64 bit memory extensions support?	<input type="checkbox"/> YES (Mandatory)	
1.1.3	Indicate the amount of cache memory in the CPU	2 MB	... MB
1.1.4	Is the CPU speed at least 1.8 Mhz?	<input type="checkbox"/> YES (Mandatory)	
	What is the CPU speed?	1.8 MHz	... Mhz
1.2	Architecture		
1.2.1	Is the Front Side Bus speed at least 667 Mhz?	<input type="checkbox"/> YES (Mandatory)	
	What is the Front Side Bus speed?	667 MHz	... MHz
1.2.2	What is the number and type of buses?		
1.3	Memory		
1.3.1	Is the proposed configuration equipped with at least 1 Gigabyte RAM?	<input type="checkbox"/> YES (Mandatory)	
1.3.2	What is the amount of RAM installed in the proposed configuration?	1 GB	... GB
1.3.3	Can the proposed configuration be upgraded to at least 2 Gigabytes RAM without replacing the already installed memory modules?	<input type="checkbox"/> YES (Mandatory)	
1.3.4	Can the proposed configuration support 4 Gigabytes RAM (explain)?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.4	Internal Storage		
1.4.1	What is the size (in Gigabytes) of the hard disk drive?	120 GB	... GB
1.4.2	What is the speed in revolutions per minute (RPM) of the hard disk drive?	5400 rpm	... rpm
1.4.3	What is the SATA version used to connect the hard disk drive?	2.0	
1.4.4	What is the DVD reader speed (CD-ROM)?	48x	...x
1.4.5	What is the DVD reader speed (DVD-ROM)?	16x	...x
1.4.6	What is the DVD writer speed (CD-ROM)?	48x	...x
1.4.7	What is the DVD writer speed (DVD-ROM)?	12x	...x
1.4.8	Is dual layer writing supported on the DVD writer?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.5	Graphics		
1.5.1	Is the proposed configuration equipped with a Vista Aero capable graphics subsystem?	<input type="checkbox"/> YES (Mandatory)	
	What are the Name/model and characteristics (chipset) of the graphics adapter?		
1.5.2	Is the proposed configuration equipped with a VGA D-SUB 15 pins connector?	<input type="checkbox"/> YES (Mandatory)	
1.5.3	Is the proposed configuration equipped with a DVI-D or DVI-I connector?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.5.4	Is the proposed configuration equipped with a S-Video connector?	<input type="checkbox"/> YES (Mandatory)	
1.5.5	What is the amount of video memory supported by the proposed configuration?	196 MB	... MB
1.5.6	Please describe the way graphics subsystem allocates graphics memory (built-in or dynamic video memory)		
1.5.7	Is the maximum resolution for external displays 1600x1200 pixel with true color	<input type="checkbox"/> YES (Mandatory)	
1.5.8	Is MPEG-2 hardware acceleration supported?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.6	Screen		
1.6.1	Does the proposed configuration have a diagonal length of at least 15"?	<input type="checkbox"/> YES (Mandatory)	
	What is the screen's diagonal length?	15.4"	... inch
1.6.2	Is the maximum resolution supported 1280x1024 pixel with true color?		
1.6.3	Is the screen proposed a wide format screen (16:9 ratio)?	<input type="checkbox"/> YES (Mandatory)	
1.7	Audio Device		
1.7.1	Is the proposed configuration equipped with a High Definition audio device?	<input type="checkbox"/> YES (Mandatory)	
1.7.2	Is the proposed configuration equipped with a Stereo In audio connector?	<input type="checkbox"/> YES (Mandatory)	
1.7.3	Is the proposed configuration equipped with a Stereo Out audio connector?	<input type="checkbox"/> YES (Mandatory)	
1.8	Network		
1.8.1	Is the proposed configuration equipped with a 10/100/1000 RJ45 Network Interface?	<input type="checkbox"/> YES (Mandatory)	
1.8.2	Is the proposed configuration equipped with a Wake Up On LAN (WOL) Network Interface?	<input type="checkbox"/> YES (Mandatory)	
	What are the Name/model and characteristics of the network interface?		
1.9	Wireless Network		
1.9.1	Is the proposed configuration equipped with a WLAN Network Interface?	<input type="checkbox"/> YES (Mandatory)	
1.9.2	What WLAN 802.11 protocol is supported:	<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> G	
	What are the Name/model and characteristics of the wireless network interface?		Reference: ...
1.9.3	Is the proposed configuration equipped with a Bluetooth adapter v2.0?		<input type="checkbox"/> YES / <input type="checkbox"/> NO

1.10	Expansion Ports/Slots		
1.10.1	Is the proposed configuration equipped with at least four (4) USB 2.0 ports?	<input type="checkbox"/> YES (Mandatory)	
1.10.2	Is the proposed configuration equipped with at least one Type I/II PC Card slot?	<input type="checkbox"/> YES (Mandatory)	
1.10.3	Is the proposed configuration equipped with a Secure Digital (SD) Media Slot?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.10.4	Is the proposed configuration equipped with an infrared Link (Fast IrDa 1.1, 4 Mbps)		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.10.5	Is the proposed configuration equipped with a modem RJ-11 connector?	<input type="checkbox"/> YES (Mandatory)	
1.10.6	Is the proposed configuration equipped with a IEEE 1394 connector?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.10.7	Is the proposed configuration equipped with a Serial port?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.10.8	Is the proposed configuration equipped with a Parallel port?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.10.9	Is the proposed configuration equipped with a PS/2 port for external keyboard/mouse?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.11	Input Devices		
1.11.1	Is the proposed configuration equipped with a UK English (Qwerty) 101-keys keyboard?	<input type="checkbox"/> YES (Mandatory)	
1.11.2	Is the proposed configuration equipped with (at least one):		
	Touchpad		<input type="checkbox"/> YES / <input type="checkbox"/> NO
	Touchstick/Pointstick		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.12	Firmware, Software		
1.12.1	Is a BIOS update software included in the proposed configuration?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.12.2	Can the BIOS update be executed from within Windows?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.12.3	Have you enclosed a description of your BIOS/CMOS management software?		Reference: ...
1.12.4	Is BIOS ACPI (1.0), DMI 2.0, APM?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
1.12.5	Are all the necessary drivers and software Windows XP (SP2) certified?	<input type="checkbox"/> YES (Mandatory)	
1.12.6	Are all the necessary drivers and software Windows Vista certified?	<input type="checkbox"/> YES (Mandatory)	
1.12.7	Is the OEM licence of Windows Vista Business UK included in your proposal?	<input type="checkbox"/> YES (Mandatory)	
1.12.8	Is a restore configuration CD or DVD included in the proposed configuration?	<input type="checkbox"/> YES (Mandatory)	
1.12.9	Is an administration software included in the proposed configuration?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
2.1	Ergonomics		
2.1.2	What are the dimensions of the proposed model? (Height x Width x Depth		... mm x ... mm x ... mm
2.1.3	Is the proposed laptop protected against theft?	<input type="checkbox"/> YES (Mandatory)	
	What are the theft protection features available?		Reference: ...
2.1.4	Is the proposed configuration equipped with a Trusted Platform Module version 1.2?	<input type="checkbox"/> YES (Mandatory)	
2.1.5	Is the Power Supply Auto Sensing 100-240 VAC for worldwide usage?	<input type="checkbox"/> YES (Mandatory)	
2.1.6	Has the proposed configuration any ID expansion functionalities (i.e. Smartcard, Biometrics reader etc.)?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
2.1.7	Is there a password protected BIOS?	<input type="checkbox"/> YES (Mandatory)	
2.1.8	Is there a different password for the System and BIOS setup?	<input type="checkbox"/> YES (Mandatory)	
2.1.9	Travel weight of proposed laptop (Travel weight = total weight of the laptop package for computing on the road including laptop + battery + all adapter modules for connecting accessories)	max: 3.5 Kg	... Kg
2.1.10	System weight of proposed laptop (System weight = laptop + battery + internal optical drive)		... Kg
2.2	Battery		
2.2.1	Is there a Removable Li-ion battery with 4 hours battery life?	<input type="checkbox"/> YES (Mandatory)	
2.2.2	How many cells does the battery has?	6	... cells
2.2.3	Is there a way to add to the proposed model a second battery to ensure a battery life of up to 7 hours?		<input type="checkbox"/> YES / <input type="checkbox"/> NO
2.2.4	Please describe the way of 2nd battery support (hot swapping it with CD ROM unit if present or by another coupling mechanism)		Reference: ...
2.3	Noise Level		
2.3.1	What is the maximum noise level (when fully operational, excluding audio) at 50cm from the equipment [dBA] ?
2.3.2	Noise levels in power saving modes [dBA]

Questions		<i>Brief response and/or reference</i>	<i>Brief response and/or reference</i>
Environmental & Energy efficiency Criteria		Ultra-Mobile Laptop	Power Laptop
1.1	RoHS, WEEE		
1.1.1	Is the proposed model ROHS (2002/95/EC, 27 January 2003) compliant ?	<input type="checkbox"/> YES (Mandatory)	<input type="checkbox"/> YES (Mandatory)
1.1.2	Is the proposed model WEEE (2002/95/EC, 27 January 2003) compliant ?	<input type="checkbox"/> YES (Mandatory)	<input type="checkbox"/> YES (Mandatory)
1.2	Recycling, packaging		
1.2.1	Do you have a recycling program for the proposed configuration? Please provide details about it and notably concerning the recycling process of hazardous substances and materials, plastics and metals, etc...	Reference: ...	Reference: ...
1.3	Energy consumption		
1.3.1	What is the power consumption [Watt] under idle load (as defined by Energy Star Program Requirement for Computers version 4.0)?	... Watt	... Watt
1.3.2	What is the power consumption [Watt] under maximum power load (as defined by Energy Star Program Requirement for Computers version 4.0)?	... Watt	... Watt
1.3.3	What is the power consumption [Watt] under sleep mode state (as defined by Energy Star Program Requirement for Computers version 4.0)?	... Watt	... Watt
1.3.4	What is the power consumption [Watt] under standby (off mode) as defined by Energy Star Program Requirement for Computers version 4.0)?	... Watt	... Watt
1.4	Emissions		
1.4.1	Does the proposed configuration conform to the EN 60950 standard? Please provide details.	<input type="checkbox"/> YES (Mandatory) Reference: ...	<input type="checkbox"/> YES (Mandatory) Reference: ...
1.4.2	Does the proposed configuration conform to the EN 55022 standard? Please provide details.	<input type="checkbox"/> YES (Mandatory) Reference: ...	<input type="checkbox"/> YES (Mandatory) Reference: ...
1.4.3	Does the proposed configuration conform to the EN 50082 or EN 61000 standard? Please provide details.	<input type="checkbox"/> YES (Mandatory) Reference: ...	<input type="checkbox"/> YES (Mandatory) Reference: ...

Questions		<i>Brief response and/or reference</i>	<i>Brief response and/or reference</i>
Warranty, maintenance and other services		Ultra-Mobile Laptop	Power Laptop
1.1	Tenderers Positions		
1.1.1	Have you identified the Account Manager (AM) representing your company?	<input type="checkbox"/> YES (Mandatory)	<input type="checkbox"/> YES (Mandatory)
1.1.2	Have you identified the Field Service Supervisor (FSS) representing your company?	<input type="checkbox"/> YES (Mandatory)	<input type="checkbox"/> YES (Mandatory)
1.1.3	Have you identified the Field Service Technicians (FST) representing your company?	<input type="checkbox"/> YES (Mandatory)	<input type="checkbox"/> YES (Mandatory)
1.2	Basic Services		
1.2.1	Specify in detail how you intend to provide Basic Services as described in 2.6.1 and any improvement to the procedures and requirements for the implementation of the Framework Contract, if any.		
1.3	Service and maintenance Services		
1.3.1	Do you agree with the maintenance terms set on Paragraph 2.6.2 of the Tendering Specifications?	<input type="checkbox"/> YES (Mandatory)	<input type="checkbox"/> YES (Mandatory)
1.3.2	Specify in detail any improvement to the procedures and requirements for warranty and maintenance.		
1.3.3	The standard duration of the guarantee is 3 years. Do you agree to offer a maintenance on a year by year basis after the warranty for proposed devices, with a maximum duration of 5 years? (3+1+1 or 3+2)?	<input type="checkbox"/> YES (Mandatory)	<input type="checkbox"/> YES (Mandatory)
1.3.4	Describe the structure and the size of the technical staff and explain how you will guarantee the above requirements and ensure full respect of the warranty plan proposed.	Reference: ...	Reference: ...
1.3.5	Explain in detail how you will carry out interventions outside the coverage of the "Standard Maintenance" on request. Provide a detailed description on how you intend to provide this additional level of service.	Reference: ...	Reference: ...
1.3.6	Do you provide support staff possessing, for each proposed model, a certification of competence from the manufacturer of that model?	Reference: ...	Reference: ...
1.3.7	Please explain your policy about previous question and state contractual relationship of support staff with your company (employee, consultant, other...).		
1.3.8	Will you provide firmware, BIOS or software updates for bug or problem fixes at no extra cost? If your answer is YES, explain how you plan to provide this service.		
1.3.9	Explain how your service department can ensure the levels of support required...	Reference: ...	Reference: ...
1.3.10	Please specify the types of relationship your company maintain with the manufacturers of each proposed devices (Golden partnership, authorized dealer,...).	Reference: ...	Reference: ...
1.4	Extra Services		
1.4.1	Have you identified the Desktop System Engineer required for Extra Services?	<input type="checkbox"/> YES (Mandatory)	<input type="checkbox"/> YES (Mandatory)
1.4.2	Have you identified the Personal Computer Installation Technician required for Extra Services?	<input type="checkbox"/> YES (Mandatory)	<input type="checkbox"/> YES (Mandatory)

Basket Of Ancillary Equipment

Item	Technical Characteristics	Proposed Manufacturer and Model	Reference of Product Sheet
1.1	Upgrades for Ultra Mobile laptop		
1.1.1	Upgrade of standard processor to highest performances		
1.1.2	Upgrade of standard memory to 2 GB		
1.1.3	Upgrade of hard disk to 120 GB		
1.1.4	Port Replicator or Docking Station		
1.1.5	External Optical Media DVD±RW, USB 2.0		
1.1.6	External Floppy Disk drive, USB 2.0		
1.1.7	High Capacity battery for Ultra mobile Laptop		
1.1.8	Extra Battery for Ultra mobile Laptop		
1.2	Upgrades for Power laptop		
1.2.1	Upgrade of standard processor to highest performances		
1.2.2	Upgrade of standard memory to 2 GB		
1.2.3	Upgrade of hard disk to >200 GB		
1.2.4	Port Replicator or Docking Station		
1.2.5	External Floppy Disk drive, USB 2.0		
1.2.6	High Capacity battery for Power Laptop		
1.2.7	Extra Battery for Power Laptop		
1.3	Extra Equipment		
1.3.1	Security systems lock (Kensington Lock)		
1.3.2	Web Camera for notebook (640x480 pix, at least 15 to 30 fps, USB 2.0, Still image 1 Mpix)		
1.3.3	External hard drive 2.5", 250 GB, USB 2.0, Slim		
1.3.4	Mini optical mouse		
1.3.5	Wireless mini optical mouse		
1.3.6	Universal Power adapters for travel		
1.3.7	USB 2.0 memory stick 512 MB		
1.3.8	USB 2.0 memory stick 2 GB		
1.3.9	USB 2.0 memory stick 4 GB		
1.3.10	Mini 4 port USB 2.0 Hub with no power		
1.3.11	USB 2.0 Hub with power		

ANNEX B-1

FINANCIAL OFFER

FOR LOT-1

Item A – Personal Computer – Office PC

Table of Financial Offer		
Name and model of the proposed Personal Computer:		
		Price in € (mandatory to be completed)
L1-A1	Personal Computer	
	Personal Computer (offered configuration)	
L1-A2	Basic Warranty and Maintenance	
	Cost of basic warranty and maintenance as described in paragraph 2.6 of the Tendering Specifications	
	Extension of warranty and maintenance for the 4 th year	
L1-A3	Extension of Warranty and Maintenance	
	Extension of warranty and maintenance for the 5 th year	
Item Price for Evaluation (L1-A1 + L1-A2)		

Item B – Personal Computer – Lab PC

Table of Financial Offer		
Name and model of the proposed Personal Computer:		
		Price in € (mandatory to be completed)
L1-B1	Personal Computer	
	Personal Computer (offered configuration)	
L1-B2	Basic Warranty and Maintenance	
	Cost of basic warranty and maintenance as described in paragraph 2.6 of the Tendering Specifications	
	Extension of warranty and maintenance for the 4 th year	
L1-B3	Extension of Warranty and Maintenance	
	Extension of warranty and maintenance for the 5 th year	
Item Price for Evaluation (L1-B1 + L1-B2)		

Item C – Flat Panel Display

Table of Financial Offer		
Name and model of the proposed Flat Panel Display:		
		Price in € (mandatory to be completed)
L1-C1	Display	
	Flat Panel Display (offered configuration)	
L1-C2	Basic Warranty and Maintenance	
	Cost of basic warranty and maintenance as described in paragraph 2.6 of the Tendering Specifications	
	Extension of warranty and maintenance for the 4 th year	
L1-C3	Extension of Warranty and Maintenance	
	Extension of warranty and maintenance for the 5 th year	
Item Price for Evaluation (L1-C1 + L1-C2)		

Extra Services

Table of Financial Offer			
	Extra Services	Quantities	Price in € (mandatory to be completed)
L1-W1	Man-hours of Personal Computer Installation Technician	40	
L1-W2	Preload of Cedefop's image	50	
L1-W3	Onsite Service – Onsite Installation	20	
L1-W4	Disk wiping of the equipment	10	
L1-W5	Data Recovery	4	
Total Price for Evaluation (L1-W1 + L1-W2 + L1-W3 + L1-W4 + L1-W5)			

Basket of ancillary equipment

Table of Financial Offer			
		Quantities for Evaluation Scenario	Price in € (mandatory to be completed)
Upgrades of Office PC (Price difference with original offer)			
1.1.1	Upgrade of standard processor to highest performance	2	
1.1.2	Upgrade of standard memory to 4 GB	2	
1.1.3	Upgrade of hard disk to 160 GB SATA 2.0	2	
Upgrades of Lab PC (Price difference with original offer)			
1.2.1	Upgrade of standard processor to highest performance	5	
1.2.2	Upgrade of standard memory to 4 GB	5	
1.2.3	Upgrade of hard disk to 250 GB SATA 2.0	5	
1.2.4	Upgrade of hard disk to 500 GB SATA 2.0	2	
Extra Equipment			
1.3.1	Memory module 2 GB for Office PC or Lab PC	5	
1.3.2	Graphic Card for Office PC (with 256 MB of RAM and DVI output)	5	
1.3.3	Graphic Card for Lab PC (with 256 MB of RAM and DVI output)	5	
1.3.4	21" Flat Panel Display (non-wide format, resolution 1680x1280, DVI input, less than 8 ms response time, 16.7 Million Colour)	5	
1.3.5	22" Flat Panel Wide Display (wide format, resolution 1920x1080, DVI input, less than 6 ms response time)	2	
1.3.6	40" screen for Presentations (resolution 1920x1080p, DVI, S-Video, HDMI, PC-Video inputs)	1	
1.3.7	PCI Ethernet Card 10/100/1000	3	
1.3.8	PCI Card with Firewire port (IEEE 1394)	3	
1.3.9	PCI Card with e-SATA port	2	
1.3.10	Bluetooth adapter on USB stick		
1.3.11	Smart Card reader	5	
1.3.12	Keyboard of any European Language	10	
1.3.13	USB 2.0 Web Camera attachable to Flat Panel Display (640x480 pix, at least 15 to 30 fps, Still image 1 Mpix, microphone)	4	
1.3.14	External hard drive 500 GB, USB 2.0	4	
1.3.15	External DVD±RW, USB 2.0	2	
1.3.16	Optical mouse with wheel	10	
1.3.17	Wireless Optical mouse with wheel	5	
1.3.18	Wireless Keyboard	5	
1.3.19	USB 2.0 memory stick 512 MB	4	
1.3.20	USB 2.0 memory stick 2 GB	4	
1.3.21	USB 2.0 memory stick 4 GB	4	
1.3.22	USB 2.0 Hub with power	2	
1.3.23	8-port Ethernet Hub 10/100 Auto switch	2	
1.3.24	UPS Unit (640 VA)	2	
TOTAL for evaluation scenario			

ANNEX B-2

FINANCIAL OFFER

FOR LOT-2

Item A – Ultra Mobile configuration

Table of Financial Offer		
Name and model of the proposed laptop:		
		Price in € (mandatory to be completed)
L2-A1	Device	
	Laptop	
L2-A2	Basic Warranty and Maintenance	
	Cost of basic warranty and maintenance as described in paragraph 2.6 of the Tendering Specifications	
L2-A3	Extension of Warranty and Maintenance	
	Extension of warranty and maintenance for the 4 th year	
	Extension of warranty and maintenance for the 5 th year	
Item Price for Evaluation (L2-A1 + L2-A2)		

Item B – Power configuration

Table of Financial Offer		
Name and model of the proposed laptop:		
		Price in € (mandatory to be completed)
L2-B1	Device	
	Laptop	
L2-B2	Basic Warranty and Maintenance	
	Cost of basic warranty and maintenance as described in paragraph 2.6 of the Tendering Specifications	
L2-B3	Extension of Warranty and Maintenance	
	Extension of warranty and maintenance for the 4 th year	
	Extension of warranty and maintenance for the 5 th year	
Item Price for Evaluation (L2-B1 + L2-B2)		

Extra Services

Table of Financial Offer			
	Extra Services	Quantities	Price in € (mandatory to be completed)
L2-W1	Man-hours of Personal Computer Installation Technician	10	
L2-W2	Preload of Cedefop's image	20	
L2-W3	Onsite Service – Onsite Installation	5	
L2-W4	Disk wiping of the equipment	5	
L2-W5	Data Recovery	2	
Total Price for Evaluation (L2-W1 + L2-W2 + L2-W3 + L2-W4 + L2-W5)			

Basket of ancillary equipment

Table of Financial Offer			
:			
		Quantities for Evaluation Scenario	Price in € (mandatory to be completed)
Upgrades for Ultra Mobile laptop			
1.1.1	Upgrade of standard processor to highest performances	2	
1.1.2	Upgrade of standard memory to 2 GB	2	
1.1.3	Upgrade of hard disk to 120 GB	2	
1.1.4	Port Replicator or Docking Station	2	
1.1.5	External Optical Media DVD±RW, USB 2.0	3	
1.1.6	External Floppy Disk drive, USB 2.0	2	
1.1.7	High Capacity battery for Ultra mobile Laptop	4	
1.1.8	Extra Battery for Ultra mobile Laptop	5	
Upgrades for Ultra Mobile laptop			
1.2.1	Upgrade of standard processor to highest performances	2	
1.2.2	Upgrade of standard memory to 2 GB	2	
1.2.3	Upgrade of hard disk to >200 GB	2	
1.2.4	Port Replicator or Docking Station	2	
1.2.5	External Floppy Disk drive, USB 2.0	4	
1.2.6	High Capacity battery for Power Laptop	5	
1.2.7	Extra Battery for Power Laptop	5	
Extra Equipment			
1.3.1	Security systems lock	10	
1.3.2	Web Camera for notebook (640x480 pix, at least 15 to 30 fps, USB 2.0, Still image 1 Mpix)	4	
1.3.3	External hard drive 2.5", 250 GB, USB 2.0, Slim	2	
1.3.4	Mini optical mouse	10	
1.3.5	Wireless mini optical mouse	5	
1.3.6	Universal Power adapters for travel	5	
1.3.7	USB 2.0 memory stick 512 MB	4	
1.3.8	USB 2.0 memory stick 2 GB	4	
1.3.9	USB 2.0 memory stick 4 GB	4	
1.3.10	Mini 4 port USB 2.0 Hub with no power	2	
1.3.11	USB 2.0 Hub with power	2	
TOTAL for evaluation scenario			

ANNEX C

CONTRACT NOTICE

ANNEX D

DRAFT CONTRACT



European Centre for the
Development of Vocational Training

(DRAFT) FRAMEWORK CONTRACT

CONTRACT NUMBER – [complete]

The European Centre for the Development of Vocational Training, hereinafter referred to as "Cedefop", which is represented for the purposes of the signature of this multiple framework contract by Mr Christian F. Lettmayr, Deputy Director,

of the one part,

and

[official name in full]

[official legal form]

[statutory registration number]

[official address in full]

[VAT registration number]

(hereinafter referred to as "The Contractor"), *[represented for the purposes of the signature of this contract by [name in full and function,]]*

of the other part

HAVE AGREED

the **I - Special Conditions**, the **II - General Conditions** and the **III - General Terms and Conditions for Information Technologies Contracts** below and the following Annexes:

- Annex I** – List of *goods* and associated services covered by the Contract and schedule of prices
- Annex II** – Financial Identification Form and Legal entities from Contractor's Tender
- Annex III** – Tender Specifications (Invitation to Tender No [complete] of [complete])
- Annex IV** – Contractor's Tender (No [complete] of [complete])
- Annex V** – *Order Form* – Model
- Annex VI** – Specific Contract – Model
- Annex VII** – Cedefop's ICT facilities use policy

[other Annexes]

which form an integral part of this contract (hereinafter referred to as “the Contract”).

- The terms set out in the Special Conditions shall take precedence over those in the other parts of the Contract.
- The terms set out in the General Conditions shall take precedence over those in the General Terms and Conditions for Information Technologies Contracts.
- The terms set out in the General Terms and Conditions for Information Technologies Contracts shall take precedence over those in the Annexes.
- The terms set out in the Contract shall take precedence over those in the Specific Contracts and *Order Forms*.
- The terms set out in the Tender Specifications (Annex III) shall take precedence over those in the Tender (Annex IV).

Subject to the above, the several instruments forming part of this Contract are to be taken as mutually explanatory. Ambiguities or discrepancies within or between such parts shall be explained or rectified by a written instruction issued by Cedefop, subject to the rights of the Contractor under Article I.7 should he dispute any such instruction.

PREAMBLE

On .../.../2007, Cedefop published, in the Official Journal of the European Communities, a call for tenders under reference Nr. AO/E/ICTF/PCs-Laptops/017/07, for “Personal Computers (Desktop PCs and Flat Panel Displays), Laptops and various ancillary equipment and associated services”.

The Contractor was selected at the conclusion of the evaluation process, on the basis of its bid submitted on .../.../2007 in response to the invitation to tender.

This Framework contract contains all the conditions for concluding and executing Specific Contracts. Please note that reference to Specific Contracts in the different parts of the Framework contract may be understood, where relevant, as reference to *Order Forms*.

I – SPECIAL CONDITIONS

ARTICLE I.1 - SUBJECT

I.1.1 The subject of the Contract is:

- the provision to Cedefop of Personal Computers, Laptops and various ancillary equipment, as set out in Annexes I and III.
- the provision to Cedefop of associated services related to the Personal Computers, Laptops and various ancillary equipment, as set out in Annexes I and III.

I.1.2 Upon implementation of the Contract, the Contractor shall supply the goods and provide the associated services related to them in accordance with Annex I.

I.1.3 The Contract *does not* confer on the Contractor any exclusive right to supply the goods or to provide the services referred to in the above paragraph.

I.1.4 Signature of the Contract imposes no obligation on Cedefop to purchase. Only the implementation of the Contract through *Order Forms* and Specific Contracts is binding on Cedefop.

I.1.5 All Specific Contracts and *Order Forms* implementing the Contract shall conform to the terms set out therein.

I.1.6 The General Terms and Conditions for Information Technologies Contracts should be used with the following remarks:

- (1) Where it says Commission should be read as Cedefop.
- (2) Where it says Central Service Desk, should be read as “ Cedefop’s IRM or any person appointed by him for that matter”.
- (3) Declaration of Confidentiality, “Article 5 of the Commission decision on protection of information systems [C(95) 1510 23/11/95]” is amended as “Cedefop’s ICT facilities use policy”.
- (4) Annex VII has been added, which is the Cedefop’s ICT facilities use policy.

ARTICLE I.2 - DURATION

I.2.1 The Contract shall enter into force on [on the date of signature. [*on [complete] if it has already been signed by both contracting parties*].

I.2.2 Under no circumstances may implementation take place before the date on which the Contract enters into force. Specific Contracts and *Order Forms* may under no circumstances be placed before the date on which the Contract enters into force.

I.2.3 The Contract is concluded for a period of two years (2) with effect from the date on which it enters into force, renewable up to two (2) times, each time for a period of one (1) year.

This duration has effect from the date on which the Contract enters into force. Any renewal shall be subject to an amendment of the contract. The contractual period and all other periods specified in the Contract are calculated in calendar days unless otherwise indicated.

I.2.4 The Specific Contracts and *Order Forms* pursuant to the Contract shall be returned signed before the Contract to which refers expires.

The Contract shall continue to apply to Specific Contracts and *Order Forms* executed after the Contract expires. Such Specific Contracts and *Order Forms* shall be executed no later than six (6) months after expiry of the contract.

ARTICLE I.3 - PRICES

I.3.1 The prices of this contract shall be as listed in Annex I.

I.3.2 Prices shall be expressed in euro. *The Contractor must commit himself to updating the prices for supplies at least every six months, and to providing models and their options and extensions at a price whose relationship to the prevailing market price for equivalent items remains constant. In the updating of the price list, prices may decrease at any time but never increase.*

I.3.3 Prices shall be fixed and not subject to revision for Specific contracts and *Order Forms* placed during the first year of performance of the Contract or amendment.

From the beginning of the second year of performance of the Contract or Amendment, prices may be revised each year, where such revision is requested by one of the contracting parties by registered letter no later than 30th September in order that the new rates may take effect on 1st January of the following year. Specific Contracts and *Order Forms* shall be placed on the basis of the prices in force on the date on which they are signed. Such prices shall not be subject to revision.

This revision shall be determined by the trend in the harmonised consumer price index [complete] published for the first time by [the Office for Official Publications of the European Communities in the Eurostat New Cronos Database <http://www.cc.cec/newcronos/> (Theme 2 - Economy and Finance; Price – Prices and Purchasing Power Parities; HICP – Harmonized Indices of Consumer Prices; HMIDX – Monthly data (index)].

Revision shall be calculated in accordance with the following formula:

$$Pr = Po \left(\frac{Ir}{Io} \right)$$

where:

- Pr = revised price;
Po = price in the original tender;
Io = index for the month [in which the validity of the tender expires] [corresponding to the final date for submission of tenders];
Ir = index for the month [corresponding to the date of receipt of the letter requesting a revision of prices] [in which the revised prices take effect].

ARTICLE I.4 – IMPLEMENTATION OF THE CONTRACT

I.4.1 Within 7 working days of an Order Form being sent by Cedefop, the Contractor shall return it, duly signed and dated. The period allowed for the execution of the tasks shall start to run on the date the Contractor returns the Order Form, unless a different date is indicated on the form.

I.4.2 Within 7 working days of a Specific contract being sent by Cedefop, the Contractor shall return it, duly signed and dated.

ARTICLE I.5 – PAYMENT PERIODS

Payments under the Contract shall be made in accordance with Article II.5. Payments shall be executed only if the Contractor has fulfilled all his contractual obligations by the date on which the invoice is submitted. Payment requests may not be made if payments for previous orders or specific contracts have not been executed as a result of default or negligence on the part of the Contractor.

[I.5.1] Payment of the balance:

The request for payment of the balance of the Contractor shall be admissible if accompanied by

- *[the final technical report in accordance with the instructions laid down in Annex I and the proof of hours worked]*
- the relevant invoices , indicating the reference number of the Contract and of the *Order Form* or Specific Contract to which they refer.
- When payment is linked to acceptance, a copy of the *Certificate of conformity* or where applicable the *Consignment note*, shall be attached to the invoice.

Cedefop shall have thirty days from receipt to approve or reject the report, and the Contractor shall have twenty days in which to submit additional information or a new report.]

Within thirty days of the date of receipt of the relevant invoice(s) [of the date on which the report is approved by Cedefop] payment [of the balance corresponding to the relevant invoices] equal to 100 % of the total amount referred to in the relevant order or Specific Contract shall be made.

I.5. 2 Performance guarantee: Not applicable

A guarantee for an amount of [EUR *complete amount in figures and in words*] shall be issued by a bank, an authorised financial institution or a third party in favour of Cedefop. It shall be released [complete] after payment of the balance of the last order or Specific Contract. It shall cover performance of the Contract in accordance with the terms set out in the Contract and notably with the terms set out in Annex III.

I.5.3 Bank Account

Payments shall be made to the Contractor's bank account denominated in euro, stated in the Contractor's identification form¹ set out in Annex II. [IBAN² code: [complete]]

ARTICLE I.6 – GENERAL ADMINISTRATIVE PROVISIONS

Any communication relating to the Contract shall be made in writing and shall bear the Contract and Specific Contract numbers. Ordinary mail shall be deemed to have been received by Cedefop on the date on which it is registered by the department responsible indicated below. Communications shall be sent to the following addresses:

European Centre for the Development of Vocational Training (Cedefop)

Procurement Service

PO Box 22427

GR – 55 102 Thessaloniki

Contractor:

Mr/Mrs/Ms [complete]

[Function]

[Company name]

[Contact address in full]

ARTICLE I.7 APPLICABLE LAW AND SETTLEMENT OF DISPUTES

I.7.1 The multiple framework contract shall be governed by the Greek law.

I.7.2 Any dispute between the parties resulting from the interpretation or application of the Contract which cannot be settled amicably shall be brought before the courts of Thessaloniki.

ARTICLE I.8 – DATA PROTECTION³

I.8.1 Any personal data included in or relating to the Contract will be processed in accordance with the requirements of Regulation (EC) 45/2001 of the European Parliament and the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movements of such data (OJ No L8, 12.1.2001, p. 1). The data will only be processed for the purposes of the performance,

¹ Original document certified by the bank.

² BIC code for countries with no IBAN code.

³ Article to be used where the processing of personal data falls within the scope of Regulation (EC) No 45/2001.

management and follow up of the Contract by the Contracting authority without prejudice to a possible transmission to the bodies in charge of a monitoring or inspection task in conformity with Community law. The Contractor may, upon request, obtain the communication of his personal data and rectify any inaccurate or incomplete personal data. Should the Contractor have any queries concerning the processing of his personal data, he shall address them to the Contracting authority (ies). As regards the processing of his personal data, the Contractor has a right of recourse at any time to the European Data Protection Supervisor.

I.8.2 When processing personal data on behalf of the Contracting authority in the performance of the Contract the Contractor:

(a) shall act only on instructions from the Contracting authority;

(b) shall comply with the obligations set out in Articles 21 and 22 of Regulation (EC) 45/2001 on the confidentiality and the security of processing unless, by virtue of Article 16 or Article 17(3), second indent, of Directive 95/46/EC, the Contractor is already subject to obligations with regard to confidentiality and security laid down in the national law of one of the Member States.

Appropriate technical and organisational measures will be taken by the Contractor for the security of the processing in accordance with Article 22 of Regulation (EC) 45/2001 and will have to be agreed between the Contractor and the Contracting authority(ies) in writing or in another equivalent form.

I.8.3 The Contractor shall comply with Council regulation (Euratom, EEC) N° 1588/90 of 11 June 1990 on the transmission of data subject to statistical confidentiality to the Statistical Office of the European Communities (OJ No L151, 15.6.1990, p. 1).

[ARTICLE I.9 – TERMINATION BY EITHER CONTRACTING PARTY

Either contracting party may, of its own volition and without being required to pay compensation, terminate the Contract by serving [complete] formal prior notice. Should Cedefop terminate the Contract, the Contractor shall only be entitled to payment corresponding to the goods ordered [and delivered] before the termination date. On receipt of the letter terminating the Contract, the Contractor shall take all appropriate measures to minimise costs, prevent damage, and cancel or reduce his commitments. He shall draw up the documents required by the Special Conditions for the goods delivered and *Services* rendered up to the date on which termination takes effect, within a period not exceeding sixty days from that date.]

[ARTICLE I.10– SPECIFIC CONFIDENTIALITY SECURITY RULES]

The Contractor and its employees (hereafter referred as the Contractor) shall be responsible for the information and equipment placed at their disposal in carrying out their work.

The Contractor shall:

- not disclose Cedefop information to third parties, except on a need-to-know basis where authorized by the relevant officials in the IT department;
- make use of all reasonable means of controlling access provided by the IT department and in balance with the sensitivity of the information system concerned to prevent unauthorized persons from using the resources at their disposal, in particular by ensuring that computer terminals are not accessible during absences, however short they may be;

- not access services for which they have not been explicitly granted authorization, whether or not the services in question belong to Cedefop;
- not disclose authentication procedures or share them with third parties unless required to do so by the needs of the service; authorized users shall be responsible for action taken in their name; any action constituting a breach of security may be recorded.

II – GENERAL CONDITIONS

ARTICLE II.1 - PROCEDURES FOR PERFORMING THE CONTRACT

II.1.1 Phases of execution of the Specific Contract

Sending of the Specific Contract

Whenever Cedefop wishes services to be provided or goods to be supplied pursuant to the Contract, it shall send an Specific Contract to the Contractor, in duplicate, specifying the terms of the provision of services or supply of the goods, such as quantity, designation, quality, price, place of delivery and time allowed for delivery, in accordance with the conditions laid down in the Contract.

Acknowledgment of the Specific Contract by the Contractor

Within the period indicated in Article I.4, the Contractor shall return one original of the Specific Contract, duly signed and dated, thereby acknowledging receipt of the Specific Contract and acceptance of the terms.

Delivery

a) Time allowed for delivery

The time allowed for delivery shall be calculated in accordance with Article I.4.

b) Date, time and place of delivery

Cedefop shall be notified in writing of the exact date of delivery within the period indicated in Article I.4. All deliveries shall be made at the agreed place of delivery during the hours indicated in Article I.4.

The Contractor shall bear all costs and risks involved in delivering the goods to the place of delivery.

c) Consignment note

Each delivery shall be accompanied by a *Consignment note* in duplicate, duly signed and dated by the Contractor or his carrier, giving the Specific Contract number and particulars of the goods delivered. One copy of the *Consignment note* shall be countersigned by Cedefop and returned to the Contractor or to his carrier.

Certificate of conformity

Signing of the *Consignment note* by Cedefop, as provided for in subparagraph c) above, is simply an acknowledgment of the fact that the goods have been delivered and in no way implies conformity of the goods with the Specific Contract.

Conformity of the goods delivered shall be evidenced by the signing of a certificate to this effect by Cedefop no later than one month after the date of delivery, unless provision for a different

period is made in the Special Conditions or in the General Terms and Conditions for Information Technologies Contracts.

Conformity shall be declared only where the conditions laid down in the Contract and in the Specific Contract are satisfied and the goods conform to the Annex I.

Where, for reasons attributable to the Contractor, Cedefop is unable to accept the goods, the Contractor shall be notified in writing at the latest by the deadline for conformity.

Conformity of the goods delivered with the Contract

- a) The goods delivered by the Contractor to Cedefop must be in conformity in quantity, quality, price and packaging with the Contract and the relevant Specific Contract.
- b) The goods delivered must:
 - correspond to the description given in Annex I and possess the characteristics of the goods supplied by the Contractor to Cedefop as a sample or model;
 - be fit for any specific purpose required of them by Cedefop and made known to the Contractor at the time of conclusion of the Contract and accepted by the Contractor;
 - be fit for the purposes for which goods of the same type are normally used;
 - demonstrate the quality and performance which are normal in goods of the same type and which Cedefop can reasonably expect, given the nature of the goods and taking into account any public statements on the specific characteristics of the goods made by the Contractor, the producer or his representative, particularly in advertising or on labelling;
 - be packaged according to the usual method for goods of the same type or, failing this, in a way designed to preserve and protect them.

Remedy

- a) The Contractor shall be liable to Cedefop for any lack of conformity which exists at the time the goods are verified.
- b) In the event of lack of conformity, without prejudice to Article II.4 regarding liquidated damages applicable to the total price of the goods concerned, Cedefop shall be entitled:
 - either to have the goods brought into conformity, free of charge, by repair or replacement;
 - or to have an appropriate reduction made in the price.
- c) Any repair or replacement shall be completed within a reasonable time and without any significant inconvenience to Cedefop, taking account of the nature of the goods and the purpose for which they are required by Cedefop.
- d) The term 'free of charge' in paragraph b) refers to the costs incurred to bring the goods into conformity, particularly the cost of carriage, labour and materials.

Assembly

If required by Article I.1.2 of the Special Conditions, the Contractor shall assemble the goods delivered within a period of one month unless otherwise specified in the Special Conditions or in the General Terms and Conditions for Information Technologies Contracts.

Any lack of conformity resulting from incorrect installation of the goods delivered shall be deemed to be equivalent to lack of conformity of the goods if installation forms part of the Contract and the goods were installed by the Contractor or under his responsibility. This shall apply equally if the product was to be installed by Cedefop and was incorrectly installed owing to a shortcoming in the installation instructions.

Services provided to goods

If required by the Contract, services to goods shall be provided accordingly.

II.1.2 General provisions concerning goods

a) Packaging

The goods shall be packaged in strong boxes or crates or in any other way that ensures that the contents remain intact and prevents damage or deterioration. Packaging, pallets, etc., including contents, shall not weigh more than 500 kg.

Unless otherwise specified in the Special Conditions, pallets shall be considered as one-way packaging and shall not be returned. Each box shall be clearly labelled with the following information:

- Cedefop of the European Communities and address for delivery;
- name of Contractor;
- description of contents;
- date of delivery;
- number and date of Specific Contract;
- EC code number of article.

b) Guarantee

The goods shall be guaranteed against all defects in manufacture or materials for two years from the date of delivery, unless provision for a longer period is made in Annex I.

The Contractor shall guarantee that any permits and licences required for manufacturing and selling the goods have been obtained.

The Contractor shall replace at his own expense, within a reasonable time limit to be determined by agreement between the parties, any items which become damaged or defective in the course of normal use during the guarantee period.

The Contractor is responsible for any conformity defect which exists at the time of delivery, even if this defect does not appear until a later date.

The Contractor is also responsible for any conformity defect which occurs after delivery and is ascribable to non-compliance with his obligations, including failure to provide a guarantee that,

for a certain period, goods used for the purposes for which they are normally used or for a specific purpose will preserve their qualities or characteristics as specified.

If part of an item is replaced, the replacement part shall be guaranteed under the same terms and conditions for a further period of the same duration as that specified above.

If a defect is found to originate in a systematic flaw in design, the Contractor must replace or modify all identical parts incorporated in the other goods that are part of the Specific Contract, even though they may not have been the cause of any incident. In this case, the guarantee period shall be extended as stated above.

II.1.3 Performance of the Contract

- a) The Contractor shall perform the Contract to the highest professional standards.

The Contractor shall have sole responsibility for complying with any legal obligations incumbent on him, notably those resulting from employment, tax and social legislation.

- b) The Contractor shall have sole responsibility for taking the necessary steps to obtain any permit or licence required for performance of the Contract under the laws and regulations in force at the place where the tasks assigned to him are to be executed.
- c) Without prejudice to Article II.3 any reference made to the Contractor's staff in the Contract shall relate exclusively to individuals involved in the performance of the Contract.
- d) The Contractor must ensure that any staff performing the Contract have the professional qualifications and experience required for the execution of the tasks assigned to him.
- e) The Contractor shall neither represent Cedefop nor behave in any way that would give such an impression. The Contractor shall inform third parties that he does not belong to the European public service.
- f) The Contractor shall have sole responsibility for the staff who execute the tasks assigned to him.

The Contractor shall make provision for the following employment or service relationships with his staff:

- staff executing the tasks assigned to the Contractor may not be given orders direct by Cedefop;
 - Cedefop may not under any circumstances be considered to be the staff's employer and the said staff shall undertake not to invoke in respect of Cedefop any right arising from the contractual relationship between Cedefop and the Contractor.
- g) In the event of disruption resulting from the action of a member of the Contractor's staff working on Cedefop premises or in the event of the expertise of a member of the Contractor's staff failing to correspond to the profile required by the Contract, the Contractor shall replace him without delay. Cedefop shall have the right to request the replacement of any such member of staff, stating its reasons for so doing. Replacement staff must have the necessary qualifications and be capable of performing the Contract under the same contractual conditions. The Contractor shall be responsible for any delay

in the execution of the tasks assigned to him resulting from the replacement of staff in accordance with this Article.

- h)** Should any unforeseen event, action or omission directly or indirectly hamper execution of the tasks, either partially or totally, the Contractor shall immediately and on his own initiative record it and report it to Cedefop. The report shall include a description of the problem and an indication of the date on which it started and of the remedial action taken by the Contractor to ensure full compliance with his obligations under the Contract. In such event the Contractor shall give priority to solving the problem rather than determining liability.
- i)** Should the Contractor fail to perform his obligations under the Contract in accordance with the provisions laid down therein, Cedefop may - without prejudice to its right to terminate the Contract - reduce or recover payments in proportion to the scale of the failure. In addition, Cedefop may impose penalties or liquidated damages provided for in Article II.4.

ARTICLE II.2 - LIABILITY

II.2.1 Cedefop shall not be liable for damage sustained by the Contractor in performance of the Contract except in the event of wilful misconduct or gross negligence on the part of Cedefop.

II.2.2 The Contractor shall be liable for any loss or damage caused by himself in performance of the Contract, including in the event of subcontracting under Article II.10. Cedefop shall not be liable for any act or default on the part of the Contractor in performance of the Contract.

II.2.3 The Contractor shall provide compensation in the event of any action, claim or proceeding brought against Cedefop by a third party as a result of damage caused by the Contractor in performance of the Contract.

II.2.4 In the event of any action brought by a third party against Cedefop in connection with performance of the Contract, the Contractor shall assist Cedefop. Expenditure incurred to this end may be borne by Cedefop.

II.2.5 The Contractor shall take out insurance against risks and damage relating to performance of the Contract if required by the relevant applicable legislation. He shall take out supplementary insurance as reasonably required by standard practice in the industry. A copy of all the relevant insurance contracts shall be sent to Cedefop should it so request.

ARTICLE II.3 - CONFLICT OF INTERESTS

II.3.1 The Contractor shall take all necessary measures in order to prevent any situation that could compromise the impartial and objective performance of the Contract. Such conflict of interests could arise in particular as a result of economic interest, political or national affinity, family or emotional ties, or any other relevant connection or shared interest. Any conflict of interests which could arise during performance of the Contract must be notified to Cedefop in writing without delay. In the event of such conflict, the Contractor shall immediately take all necessary steps to resolve it.

Cedefop reserves the right to verify that such measures are adequate and may require that additional measures be taken, if necessary, within a time limit which it shall set. The Contractor shall ensure that his staff, board and directors are not placed in a situation which could give rise to conflict of interest. Without prejudice to Article II.1 the Contractor shall replace, immediately and without compensation from Cedefop, any member of his staff exposed to such a situation.

II.3.2 The Contractor shall abstain from any contact likely to compromise his independence.

II.3.3 The Contractor declares:

- that he has not made, and will not make, any offer of any type whatsoever, from which an advantage can be derived under the Contract,
- that he 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 the performance of the Contract.

II.3.4 The Contractor shall pass on all the relevant obligations in writing to his staff, board, and directors as well as to third parties involved in performance of the Contract. A copy of the instructions given and the undertakings made in this respect shall be sent to Cedefop should it so request.

ARTICLE II.4 - LIQUIDATED DAMAGES

Should the Contractor fail to perform his obligations under the Contract within the time limits set by the Contract, then, without prejudice to the Contractor's actual or potential liability incurred in relation to the Contract or to Cedefop's right to terminate the Contract, Cedefop may decide to impose liquidated damages of 0.2% of the amount of the relevant Specific Contract per calendar day of delay. The Contractor may submit arguments against this decision within thirty days of notification by registered letter with acknowledgment of receipt or equivalent. In the absence of reaction on his part or of written withdrawal by Cedefop within thirty days of the receipt of such arguments, the decision imposing the liquidated damages shall become enforceable. These liquidated damages shall not be imposed where there is provision for interest for late completion. Cedefop and the Contractor expressly acknowledge and agree that any sums payable under this Article are in the nature of liquidated damages and not penalties, and represent a reasonable estimate of fair compensation for the losses that may be reasonably anticipated from such failure to perform obligations.

ARTICLE II.5 – INVOICING AND PAYMENTS

II.5.1 Pre-financing:

Where required by Article I.5.1, the Contractor shall provide a financial guarantee in the form of a bank guarantee or equivalent supplied by a bank or an authorised financial institution (guarantor) equal to the amount indicated in the same Article to cover pre-financing under the Contract. Such guarantee may be replaced by a joint and several guarantee by a third party.

The guarantor shall pay to Cedefop at its request an amount corresponding to payments made by it to the Contractor which have not yet been covered by equivalent work on his part.

The guarantor shall stand as first-call guarantor and shall not require Cedefop to have recourse against the principal debtor (the Contractor).

The guarantee shall specify that it enters into force at the latest on the date on which the Contractor receives the pre-financing. Cedefop shall release the guarantor from its obligations as soon as the Contractor has demonstrated that any pre-financing has been covered by equivalent work. The guarantee shall be retained until the pre-financing has been deducted from interim

payments or payment of the balance to the Contractor. It shall be released the following month. The cost of providing such guarantee shall be borne by the Contractor.

II.5.2 Interim payment:

At the end of each of the periods indicated in Annex I the Contractor shall submit to Cedefop a formal request for payment accompanied by those of the following documents which are provided for in the Special Conditions:

- an interim technical report in accordance with the instructions laid down in Annex I;
- the relevant invoices indicating the reference number of the Contract and of the order or specific contract to which they refer;
- statements of reimbursable expenses in accordance with Article II.7.

If the report is a condition for payment, on receipt Cedefop shall have the period of time indicated in the Special Conditions in which to:

- approve it, with or without comments or reservations, or suspend such period and request additional information; or
- reject it and request a new report.

If Cedefop does not react within this period, the report shall be deemed to have been approved. Approval of the report does not imply recognition either of its regularity or of the authenticity, completeness or correctness of the declarations or information enclosed.

Where Cedefop requests a new report because the one previously submitted has been rejected, this shall be submitted within the period of time indicated in the Special Conditions. The new report shall likewise be subject to the above provisions.

II.5.3 Payment of the balance:

Within sixty days of completion of each order or specific contract, the Contractor shall submit to Cedefop a formal request for payment accompanied by those of the following documents, which are provided for in the Special Conditions:

a final technical report in accordance with the instructions laid down in Annex I;

the relevant invoices indicating the reference number of the Contract and of the order or specific contract to which they refer;

If the report is a condition for payment, on receipt Cedefop shall have the period of time indicated in the Special Conditions in which:

to approve it, with or without comments or reservations, or suspend such period and request additional information; or

to reject it and request a new report.

If Cedefop does not react within this period, the report shall be deemed to have been approved. Approval of the report does not imply recognition either of its regularity or of the authenticity, completeness or correctness of the declarations and information enclosed.

Where Cedefop requests a new report because the one previously submitted has been rejected, this shall be submitted within the period of time indicated in the Special Conditions. The new report shall likewise be subject to the above provisions.

ARTICLE II.6 – GENERAL PROVISIONS CONCERNING PAYMENTS

II.6.1 Payments shall be deemed to have been made on the date on which Cedefop's account is debited.

II.6.2 The payment periods referred to in Article I.5 may be suspended by Cedefop at any time if it informs the Contractor that his *payment request* is not admissible, either because the amount is not due or because the necessary supporting documents have not been properly produced. In case of doubt on the eligibility of the expenditure indicated in the *payment request*, Cedefop may suspend the time limit for payment for the purpose of further verification, including an on-the-spot check, in order to ascertain, prior to payment, that the expenditure is eligible.

Cedefop shall notify the Contractor accordingly by registered letter with acknowledgment of receipt or equivalent. Suspension shall take effect from the date of dispatch of the letter. The remainder of the period referred to in Article I.4 shall begin to run again once the suspension has been lifted.

II.6.3 In the event of late payment the Contractor may claim interest within two months of receiving the payment. Interest shall be calculated at the rate applied by the European Central Bank to its most recent main refinancing operations (“*the reference rate*”) plus seven percentage points (“*the margin*”). The reference rate in force on the first day of the month in which the payment is due shall apply. Such interest rate is published in the C series of the Official Journal of the European Union. Interest shall be payable for the period elapsing from the calendar day following expiry of the time limit for payment up to the day of payment. Suspension of payment by Cedefop may not be deemed to constitute late payment.

ARTICLE II.7 –RECOVERY

II.7.1 If total payments made exceed the amount actually due under the Specific Contract or if recovery is justified in accordance with the terms of the Contract, the Contractor shall reimburse the appropriate amount in euro on receipt of the debit note, in the manner and within the time limits set by Cedefop.

II.7.2 In the event of failure to pay by the deadline specified in the request for reimbursement, the sum due shall bear interest at the rate indicated in Article II.6.3. Interest shall be payable from the calendar day following the expiry of the due date up to the calendar day on which the debt is repaid in full.

II.7.3 In the event of failure to pay by the deadline specified in the request for reimbursement, Cedefop may, after informing the Contractor, recover amounts established as certain, of a fixed amount and due by offsetting, in cases where the Contractor also has a claim on the Communities that is certain, of a fixed amount and due. Cedefop may also claim against the guarantee, where provided for.

ARTICLE II.8 –TAXATION

II.8.1 The Contractor shall have sole responsibility for compliance with the tax laws which apply to him. Failure to comply shall make the relevant invoices invalid.

II.8.2 The Contractor recognises that Cedefop is, as a rule, exempt from all taxes and duties, including value added tax (VAT), pursuant to the provisions of Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities.

II.8.3 The Contractor shall accordingly complete the necessary formalities with the relevant authorities to ensure that the goods and services required for performance of the Contract are exempt from taxes and duties, including VAT.

II.8.4 Invoices presented by the Contractor shall indicate his place of taxation for VAT purposes and shall specify separately the amounts not including VAT and the amounts including VAT.

Article II.9– FORCE MAJEURE AFFECTING THE CONTRACT OR THE SPECIFIC CONTRACT(S)

II.9.1 Force majeure shall mean any unforeseeable and exceptional situation or event beyond the control of the contracting parties which prevents either of them from performing any of their obligations under the Contract, was not due to error or negligence on their part or on the part of a subcontractor and could not have been avoided by the exercise of due diligence. Defects in equipment or material or delays in making it available, labour disputes, strikes or financial problems cannot be invoked as force majeure unless they stem directly from a relevant case of force majeure.

II.9.2 Without prejudice to the provisions of Article II.1.3(h), if either contracting party is faced with force majeure, it shall notify the other party without delay by registered letter with acknowledgment of receipt or equivalent, stating the nature, likely duration and foreseeable effects.

II.9.3 Neither contracting party shall be held in breach of its contractual obligations if it has been prevented from performing them by force majeure. Where the Contractor is unable to perform his contractual obligations owing to force majeure, he shall have the right to remuneration for the goods actually delivered and any service provided.

II.9.4 The contracting parties shall take the necessary measures to reduce damage to a minimum.

ARTICLE II.10 – SUBCONTRACTING

II.10.1 The Contractor shall not subcontract without prior written authorisation from Cedefop nor cause the Contract to be performed in fact by third parties.

II.10.2 Even where Cedefop authorises the Contractor to subcontract to third parties, he shall none the less remain bound by his obligations to Cedefop under the Contract and shall bear exclusive liability for proper performance of the Contract.

II.10.3 The Contractor shall make sure that the subcontract does not affect rights and guarantees to which Cedefop is entitled by virtue of the Contract, notably Article II.14.

ARTICLE II.11 – ASSIGNMENT

II.11.1 The Contractor shall not assign the rights and obligations arising from the Contract, in whole or in part, without prior written authorisation from Cedefop.

II.11.2 In the absence of the authorisation referred to in 1 above, or in the event of failure to observe the terms thereof, assignment by the Contractor shall not be enforceable against and shall have no effect on Cedefop.

ARTICLE II.12 – TERMINATION BY CEDEFOP

II.12.1 Cedefop may terminate the Contract, a pending Specific Contract or an order in the following circumstances:

(a) where the Contractor is being wound up, is having his 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) where the Contractor has been convicted of an offence concerning his professional conduct by a judgment which has the force of *res judicata*;

(c) where the Contractor has been guilty of grave professional misconduct proven by any means which Cedefop can justify;

(d) where the Contractor has 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 he is established or with those of the country applicable to the Contract or those of the country where the Contract is to be performed;

(e) where Cedefop seriously suspects the Contractor of fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;

(f) where the Contractor is in breach of his obligations under Article II.3;

(g) where the Contractor was guilty of misrepresentation in supplying the information required by Cedefop as a condition of participation in the Contract procedure or failed to supply this information;

(h) where a change in the Contractor's legal, financial, technical or organisational situation could, in Cedefop's opinion, have a significant effect on the performance of the Contract;

(i) where execution of the tasks under a pending order or a specific contract has not actually commenced within fifteen days of the date provided for, and the new date proposed, if any, is considered unacceptable by Cedefop;

(j) where the Contractor is unable, through his own fault, to obtain any permit or licence required for performance of the Contract;

(k) where the Contractor, after receiving formal notice in writing to comply, specifying the nature of the alleged failure, and after being given the opportunity to remedy the failure within a reasonable period following receipt of the formal notice, remains in serious breach of his contractual obligations.

II.12.2 In the event of force majeure, notified in accordance with Article II.9, either contracting party may terminate the Contract, where performance thereof cannot be ensured for a quantity of goods corresponding to at least one fifth of the quantity of goods ordered or where performance

thereof cannot be ensured for a period corresponding to at least to one fifth of the period laid down in Article I.2.3.

II.12.3 Prior to termination under point e), h) or k), the Contractor shall be given the opportunity to submit his observations.

Termination shall take effect on the date on which a registered letter with acknowledgment of receipt terminating the Contract is received by the Contractor, or on any other date indicated in the letter of termination.

II.12.4 Consequences of termination:

In the event of Cedefop terminating the Contract in accordance with this Article and without prejudice to any other measures provided for in the Contract, the Contractor shall waive any claim for consequential damages, including any loss of anticipated profits for uncompleted work. On receipt of the letter terminating the Contract, the Contractor shall take all appropriate measures to minimise costs, prevent damage, and cancel or reduce his commitments. He shall draw up the documents required by the Special Conditions for the goods supplied and / or services rendered up to the date on which termination takes effect, within a period not exceeding sixty days from that date.

Cedefop may claim compensation for any damage suffered and recover any sums paid to the Contractor under the Contract.

On termination Cedefop may engage any other contractor to supply the goods and/ or to execute or complete the services. Cedefop shall be entitled to claim from the Contractor all extra costs incurred in doing so, without prejudice to any other rights or guarantees it has under the Contract.

ARTICLE II.13 - CANCELLATION OF SPECIFIC CONTRACTS

Where execution of the Specific Contract has not actually commenced within fifteen days of the date foreseen for the commencement of execution and the new date proposed, if any, is considered unacceptable by Cedefop, Cedefop may cancel such Specific Contract with no prior notice. Cancellation shall take effect from the day after the day on which the Contractor receives a registered letter with acknowledgment of receipt or equivalent.

Cedefop may cancel an Specific Contract at any time during execution thereof on the grounds and under the conditions set out in Article II.12 with respect to the part still outstanding. The Contractor shall accept, as the aggregate liability of Cedefop, payment of the price of the goods delivered or services provided by him as at the effective date of cancellation.

ARTICLE II.14 – CHECKS AND AUDITS

II.14.1 Pursuant to Article 142 of the Financial Regulation applicable to the general budget of the European Communities, the European Court of Auditors is empowered to audit the documents held by the natural or legal persons receiving payments from the budget of the European Communities from signature of the Contract up to five years after payment of the balance of the last Specific Contract.

II.14.2 Cedefop or an outside body of its choice shall have the same rights as the European Court of Auditors for the purpose of checks and audits limited to compliance with contractual obligations from signature of the Contract up to five years after payment of the balance of the last Specific Contract.

II.14.3 In addition, the European Anti-Fraud Office may carry out on-the-spot checks and inspections in accordance with Council Regulation (Euratom, EC) No 2185/96 and Parliament and Council Regulation (EC) No 1073/1999 from signature of the Contract up to five years after payment of the balance of the last Specific Contract.

ARTICLE II.15 - AMENDMENTS

Any amendment to the Contract shall be the subject of a written agreement concluded by the contracting parties. An oral agreement shall not be binding on the contracting parties. A Specific Contract shall not be deemed to constitute an amendment to the Contract.

ARTICLE II.16 – CONFIDENTIALITY

II.16.1 The Contractor undertakes to treat in the strictest confidence and not make use of or divulge to third parties any information or documents which are linked to performance of the Contract. The Contractor shall continue to be bound by this undertaking after execution of the Specific Contracts.

II.16.2 The Contractor shall obtain from each member of his staff, board and directors an undertaking that they will respect the confidentiality of any information which is linked, directly or indirectly, to execution of the tasks and that they will not divulge to third parties or use for their own benefit or that of any third party any document or information not available publicly, even after execution of the Specific Contracts.

ARTICLE II. 17 – OWNERSHIP OF THE RESULTS - INTELLECTUAL AND INDUSTRIAL PROPERTY

Any results or rights thereon, including copyright and other intellectual or industrial property rights, obtained in performance of the Contract, shall be owned solely by Cedefop, which may use, publish, assign or transfer them as it sees fit, without geographical or other limitation, except where industrial or intellectual property rights exist prior to the Contract being entered into.

ARTICLE II.18 - USE, DISTRIBUTION AND PUBLICATION OF INFORMATION

II.18.1 The Contractor shall authorise Cedefop to process, use, distribute and publish, for whatever purpose, by whatever means and on whatever medium, any data contained in or relating to the Contract, in particular the identity of the Contractor, the subject matter, the duration, the amount paid and the reports. Where personal data is concerned, Article I.8 shall apply.

II.18.2 Unless otherwise provided by the Special Conditions, Cedefop shall not be required to distribute or publish documents or information supplied in performance of the Contract. If it decides not to publish the documents or information supplied, the Contractor may not have them distributed or published elsewhere without prior written authorisation from Cedefop.

II.18.3 Any distribution or publication of information relating to the Contract by the Contractor shall require prior written authorisation from Cedefop and shall mention the amount paid by the Community. It shall state that the opinions expressed are those of the Contractor only and do not represent Cedefop's official position.

II.18.4 The use of information obtained by the Contractor in the course of the Contract for purposes other than its performance shall be forbidden, unless Cedefop has specifically given prior written authorisation to the contrary.

ARTICLE II.19 – SUSPENSION OF THE CONTRACT

Without prejudice to Cedefop's right to terminate the Contract, Cedefop may at any time and for any reason suspend performance of the Contract or pending Specific Contracts or any part thereof. Suspension shall take effect on the day the Contractor receives notification by registered letter with acknowledgment of receipt or equivalent, or at a later date where the notification so provides. Cedefop may at any time following suspension give notice to the Contractor to resume performance of the Contract or pending Specific Contracts. The Contractor shall not be entitled to claim compensation on account of suspension of the Contract, the specific contracts, the orders or of part thereof.

SIGNATURES

For the Contractor,

For Cedefop,

[*Company name*/forename/surname/function]

[forename/surname/function]

signature[s]: _____

signature[s]: _____

Done at [], [date]

Done at Thessaloniki, [date]

In duplicate in [*English*].

**PART III – GENERAL TERMS AND CONDITIONS FOR INFORMATION
TECHNOLOGIES CONTRACTS**

For the General terms and conditions for information technologies please refer to the following link from the European Commission site:

http://ec.europa.eu/dgs/informatics/procurement/useful_documents/doc/iii_gtc_v2_1_29_03_2006.pdf

ANNEX II TO GENERAL TERMS AND CONDITIONS FOR INFORMATION TECHNOLOGIES CONTRACTS:

TEMPLATE OF DECLARATION OF CONFIDENTIALITY



EUROPEAN COMMISSION

DECLARATION OF CONFIDENTIALITY

The Contractor having signed the Framework contract, number [...] on [...]:

For carrying out work governed by this agreement I, the undersigned, declare that I have read and shall comply with the security and confidentiality rules laid down in:

- Articles I.8 of the Special Conditions, II.16 of the General Conditions and III.2.2 of the General terms and conditions for Information Technologies contracts
- Article 5 of the Commission decision on protection of information systems [C(95) 1510 23/11/95].
- Article 23 of Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data (OJ L8, 12.1.2001, p. 1).

Date and place:

[signature]

NAME

Annex V (TO THE DRAFT FRAMEWORK CONTRACT)**Order Form – model**

ORDER FORM No [complete]

governed by the provisions of Framework Contract No [complete] signed on [complete]

Cedefop [Official address in full]	Mr/Mrs/Ms [complete] [Function] [Company name] [Official address in full]	
Pursuant to the provisions of Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, the Commission is exempt from all taxes and dues, including value added tax, on payments due in respect of this order form.		
Description of the services	Quantity	Price
Total Price		=====
<i>[Fixed price without reimbursable costs] [Reimbursable costs up to a maximum amount of EUR ... to be added to the price according to the conditions laid down in the Contract]</i>		
<i>[The duration of the tasks shall not exceed complete].</i>	<i>Other details:</i>	
<i>[Execution of the tasks shall start from [the date of Contractor's signature of this order form] [complete date].]</i>		

Acceptance of this order implies that the Contractor waives all other terms of business or of execution of the services.

For Cedefop,

[forename/surname/function]

signature[s]: _____

Done at [], [date]

For the Contractor,

[Company name/forename/surname/function]

signature[s]: _____

Done at [], [date]

Annex VI (TO THE DRAFT FRAMEWORK CONTRACT)

SPECIFIC CONTRACT – MODEL

SPECIFIC CONTRACT No [complete]

implementing Framework Contract No ...

The European Centre for the Development of Vocational Training, hereinafter referred to as “Cedefop”, which is represented for the purposes of the signature of this contract by Mr C. F. Lettmayr, Deputy Director

of the one part,

and

[official name in full]

[*official legal form*]⁴

[*statutory registration number*]

[official address in full]

[*VAT registration number*]

(hereinafter referred to as "the Contractor"), [*represented for the purposes of the signature of this contract by [name in full and function,]*]

of the other part,

HAVE AGREED

Article III.1: Subject

III.1.1 This specific contract implements Framework Contract No [complete] signed by the Commission and the Contractor on [complete date] [*and renewed on complete date*].

III.1.2 The subject of this specific contract is [short description of subject]. [*This specific contract relates to lot [complete] of the Framework Contract.*]

III.1.3 The Contractor undertakes, on the terms set out in the Framework Contract and in this specific contract and the annex[es] thereto, which form an integral part thereof, to perform the following tasks [:] [*specified in Annex [complete].*]

Article III.2: Duration

III.2.1 This specific contract shall enter into force *[[on the date on which it is signed by the last contracting party] [on complete if it has already been signed by both contracting parties]]*.

III.2.2 The duration of the tasks shall not exceed *[days/months]*. Execution of the tasks shall start from *[date of entry into force of this specific contract]* or *[indicate date]*. The period of execution of the tasks may be extended only with the express written agreement of the parties before such period elapses.

Article III.3: Price

III.3.1 The total amount to be paid by Cedefop under this specific contract shall be EUR *[amount in figures and in words]* covering all tasks executed.

III.3.2 In addition to the price *[no reimbursable costs are foreseen][costs up the an amount of EUR ... will be reimbursed according to the provisions of the Framework contract]*

Article III.4: Annexe[s]

Annex A - Resources allocated

Annex B – Contractor’s specific Tender (no *[complete]* of *[complete]*)

SIGNATURES

For the Contractor,

For Cedefop,

[Company name/forename/surname/function]

[forename/surname/function]

signature[s]: _____

signature[s]: _____

Done at [], [date]

Done at [], [date]

In duplicate in [English].

CEDEFOP's INFORMATION & COMMUNICATIONS TECHNOLOGY FACILITIES USE POLICY

1. PREFACE

1.1. ABOUT THIS DOCUMENT

The purpose of this document is to define the proper use of and set guidelines, rules and limits to the computing and networking infrastructure of Cedefop.

This policy is complementary to and applies in combination with the various existing policies of Cedefop.

1.2. GENERAL DEFINITIONS

In the text appear certain phrases with specially defined meaning, as follows:

1.2.1. The “ORGANISATION” or “Cedefop” is the European Center for the Development of Vocational Training.

1.2.2. A “USER” is every person who utilizes in any way an IT system or the Networking Infrastructure of the Organization. Users can be the Cedefop employees, managers, etc., as well as contractors, external consultants and temporary staff that use the Cedefop/IT Infrastructure.

1.2.3. “Cedefop/IT” is the department of Information Technologies and Telecommunications of Cedefop, its Head, permanent and temporary staff and the Helpdesk service, telephone ext. 119, e-mail helpdesk@cedefop.eu.int

1.2.4. “ADMINISTRATION” refers to the Head of Administration and the Directorate of Cedefop.

1.2.5. “ICT FACILITIES” or “ICT INFRASTRUCTURE” (Information & Telecommunication Technology Facilities or Infrastructure), refers to the computer systems, all peripheral equipment, the printers, the network services offered by computer servers of Cedefop, the access to the Internet, the installed software on computer workstations and servers, the telephony and the video-conferencing devices and services.

1.3. Cedefop/IT PROVISIONS

Cedefop/IT provides for the following:

- 1.3.1. Strategic planning and policy making for the Information and Telecommunication Technology in Cedefop.
- 1.3.2. Installation, maintenance, configuration, integration and upgrade of the IT Infrastructure, the hardware (computers and peripherals, printers) and the operating system.
- 1.3.3. Acquisition, maintenance, design, installation, deployment, configuration and customization, integration, evaluation and testing of software (office automation, business applications, collaborative software, server software). Purchase, maintenance and follow-up of software licenses.
- 1.3.4. Tele-communications and networks infrastructure, Internet connections, network security (Antivirus protection, network protection “Firewall”).
- 1.3.5. System and network IT services and administration (E-mail, Microsoft Exchange collaboration services, network file storage, computer server administration, periodic data backup to magnetic tapes).
- 1.3.6. Development, implementation, maintenance and integration of IT applications.
- 1.3.7. Management of Telephony and Tele- & Videoconferencing audiovisual systems
- 1.3.8. First and second level technical support and assistance for all IT services, through the Helpdesk service, and through its permanent and temporary staff.

1.4. IT SECURITY MONITORING

Cedefop/IT maintains automated machine-based mechanisms which monitor and log network and Internet traffic/activities. The incoming-logging provides statistics on the use of Cedefop’s web sites by the Internet. The monitoring is used to protect the security of the IT Facilities against network-oriented threats (viruses, malicious software, etc). Manual intervention to this information (internet traffic/activities) will happen only for technical or security reasons and only under the written request of the Administration and full knowledge of the person(s) concerned.

1.5. LIMITATION OF LIABILITY

- 1.5.1. The Organization provides the IT Facilities to users but will not be held responsible for any direct or indirect loss or damage caused by its use by the Users, either to the users themselves or to a third party.
- 1.5.2. Cedefop/IT strives to all technical and physical extend for the establishment of the good operation of all components of the Infrastructure, the seamless provision of services and for strong security protection. However it should be understood that the possibility of failures cannot be ruled out. Cedefop/IT will assume responsibility for such failures only when it can be proved that there was a serious miscarriage of Cedefop/IT's designated duties.
- 1.5.3. Cedefop/IT will notify the users for all scheduled downtime and for any exceptional outages of its services, using appropriate means (eg. the Intranet, or email to Cedefop users).

2. GENERAL IT USE

- 2.1. Users should make use of the IT infrastructure resources for professional purposes, with a sense of responsibility and with respect to the rights of others.
- 2.2. Users should not misuse the shared IT Infrastructure resources in any way, (e.g. overuse, monopolization or waste of storage space, network bandwidth, printers, printer toner and paper, clogging of the servers' CPUs, causing servers to hang, disrupting services etc.). Users should use the "duplex print" feature present to all Cedefop printers when possible.
- 2.3. Users should make use of the IT Infrastructure in accordance to local and European legislation (e.g. Greek Law 2121/1993 and 3057/2002 on copyrights, EU Copyright Directive 2001/29/EC, etc.) and should not use it to perform illegal activities.
- 2.4. Use of the IT Infrastructure for purposes of gaining financial of other personal profit is prohibited.
- 2.5. Users should not perform changes to the IT Infrastructure (eg. hardware changes, software installations, configuration changes, etc.), without the consent of Cedefop/IT.
- 2.6. Users should make good use of the parts of the IT Infrastructure (computer hardware, monitor and peripherals, etc.) that is assigned to them so that it is kept clean and it is not damaged in any way. In case of any damage caused or loss, Cedefop/IT should be notified immediately.
- 2.7. Use of the Organization's IT Infrastructure by the users should not oppose or harm the Organization's interests, should not damage or put in stake its reputation or public image and should be compliant to its regulations, rules and existing policies.

2.8. Any user that uses the Internet through the Infrastructure of the Organization should presume that he/she represents, to an extent, the Organization itself on the Internet, even in the case that this representation is not explicitly mentioned.

2.9. When Cedefop's computer network is being used to access another network, any abuse of the acceptable use policy of that network will be regarded as unacceptable use of Cedefop's network.

2.10. IT SECURITY

Users should not try to take advantage of Operation System flaws or other security vulnerabilities in order to circumvent the security policies, access other users' files, e-mail boxes, private data, or purposely exhaust the resources of computer systems, within the Organization or anywhere on the Internet (cracking and Denial of Service).

2.11. Users should not test the security of the computer systems without prior approval from Cedefop/IT. These procedures can cause "False alarms" and useless mobilization of the responsible mechanisms of the organization. Also, there should not be testing of viruses and other dangerous malware.

2.12. Cedefop/IT provides a schedule of regular copying of data from computer disks to tertiary storage (magnetic tapes), from where they can be retrieved in case of accidental loss or system damage. Data that need backup protection should be stored in the designated locations indicated by Cedefop/IT.

2.13. COPYRIGHTED MATERIAL,

Cedefop licenses the use of computer software from a variety of outside companies. Cedefop does not own this software or its related documentation and unless authorized by the software developer, does not have the right to reproduce it except for backup purposes.

2.14. Users should not make, acquire, use, make publicly available, sell or by way of trade expose copies of any material in electronic form (software, documents, images, graphics, audio and video files, etc.), contrary to the terms of their licensing agreement or to their intellectual property protection rights (copyright).

2.15. Any doubts concerning whether a User may copy or use a given material should be raised with a responsible manager and/or with Cedefop/IT before proceeding.

2.16. Users should regard all material downloaded from the Internet as subject to owner rights unless there is a specific statement clearly stating otherwise.

2.17. Cedefop discourages and reserves the right to block the exchange of material with specific, non-business related subjects, as listed in Table 1, Section 6.

2.18. USE FOR PERSONAL REASONS

Users are permitted limited use of the Internet and the IT infrastructure for personal needs, but only during free time, outside working hours and as long as the operational cost to Cedefop is negligible, normal activity is not affected and the use for business reasons takes precedence. This privilege may be revoked or limited at any time if deemed necessary for administrative or technical reasons.

3. E-MAIL AND MESSAGE POSTING

3.1. EMAIL ACCOUNT

All Cedefop employees are eligible for a personal electronic mail account. Cedefop provides electronic mail services to its employees for professional and for limited personal use if and only if there is no interest conflict and the reputation of the Organization is not damaged. When using the email services, users should also observe the rules of Section 2.

3.2. Users should not use the email services to send unsolicited bulk (massive) e-mail messages to other people, even if it is supposed to have good intention. “Unsolicited” stands for “without their permission or consent”.

3.3. Users should be suspicious when receiving emails with attachments and should verify that they know the sender and that the sender has intentionally sent this message. When in doubt, Users should not open the attachment and should consult the Helpdesk.

3.4. CONTENT OF PERSONAL MESSAGES

The Internet users of the Organization can declare their relationship with Cedefop through the Internet. In any instance this relationship is declared, it should also be explicitly stated that the user’s views are personal and do not necessarily represent those of Cedefop.

3.5. No declarations of support should be made for particular political viewpoints, products-services of other companies and generally declarations that could have a legal or other effect e.g. to the public image of the Organization.

3.6. The posting through the Internet of messages or announcements that defame, slander, threat or in any way harass any natural or legal persons, states, nations, races etc. is not permitted.

3.7. EMAIL CONFIDENTIALITY

In order to discourage the breaking of email confidentiality, any email sent by an e-mail address of the Organization may contain the following statement. “The information contained within this message are confidential and their use is only permitted by the intended recipient. In case you are not

the intended recipient we inform you that revelation, reproduction, distribution or any other form of use of its contents is prohibited. If you have received the message in error or you think that errors have occurred during its delivery please notify the sender immediately by return e-mail and delete all copies of this message and any attachments. Thank you.”

3.8. COUNTER UCE (UNSOLICITED COMMERCIAL EMAIL) MEASURES

Users should protect the privacy of their email address. Don't give it away to public web site registration pages or to mailing lists, as these may be archived and be accessible via public web pages.

3.9. In no case should you reply to UCE messages, even if they mention “click here to unsubscribe”.

3.10. CHAIN-MAILS

E-mail/Internet users of the Organization should not participate in “chain-mails”. Chain-mails are created through the posting of messages not related to professional activity (marketing material, jokes etc) that either contain pleas to the recipient to reproduce them many times or the recipient thinks that they have to be sent to many others. Such procedures are considered particularly dangerous since they waste valuable resources they are a common method for viruses and other malware spreading.

4. USER ACCOUNT AND PASSWORD POLICY

Every user that wishes to connect to the Cedefop IT Infrastructure or network is assigned an account and should use a password.

4.1. USER IDENTITIES ARE STRICTLY PERSONAL

Users should use only their own personal accounts provided by Cedefop to access the network and should not use any other account except of their own (see exception of paragraph 4.7).

4.2. The falsification, concealment or substitution of a user identity is prohibited. User names, e-mail addresses, titles and other related information included in email messages or announcements should accurately reflect on the real sender.

4.3. A legal account owner is responsible for all activities originating from his/her personal account and is liable in the case that his/her personal account is used for misconduct or illegal use of the network and the computing infrastructure. In case a user notices or suspects that someone not authorized to do so uses his/her account, he/she should notify Cedefop/IT immediately.

4.4. ACCOUNT LIFETIME

Users who leave Cedefop have the right to keep their account and have their e-mails forwarded to a new address for a specific, limited amount of time decided by Cedefop/IT, after which the account and the forwarding will be removed.

4.5. USER PERMISSIONS

Users are supplied permissions to the computers and the file system according to the needs of their duties and in coordination with the appropriate member of the administration hierarchy, e.g. the Head of the Department.

4.6. Users are prohibited from trying to circumvent IT security mechanisms in order to gain unauthorized access to another account and should not try to guess passwords.

4.7. USE OF AN ACCOUNT BY ANOTHER INDIVIDUAL

The use of an employee account in the computing and network infrastructure from an individual that is not the legal owner is allowed only for authorized personnel for conducting technical support or investigating security incidents. However, there can be an explicit statement by the legal owner of the account to Cedefop/IT that she/he wishes to grant specific rights of her/his account to someone else, eg. to temporarily receive a copy of her/his emails when absent.

4.8. PASSWORD GENERAL GUIDELINES

4.8.1. The Password belongs exclusively to each user, it is strictly personal and it is forbidden to be disclosed to anyone and for any reason.

4.8.2. The passwords should be memorized and not be written down on any means.

- 4.8.3. It is not recommended to use the Cedefop account passwords to systems or applications that do not belong to the network infrastructure of the organization. (e.g. private Internet accounts, web sites subscription, etc.)
- 4.8.4. Users should take special notice against “social engineering” techniques used to trick them into giving away their password, e.g. by pretending to be a System Administrator.

4.9. PASSWORD SELECTION GUIDELINES

- 4.9.1. The password size should be at least six (6) characters.
- 4.9.2. The password should have lower and upper case letters, numbers and punctuation marks or other symbols (e.g. @,#,&,\$).
- 4.9.3. The password should change every six (6) to nine (9) months and should not be the same with the previous ones.

5. HANDLING OF SENSITIVE INFORMATION

- 5.1. **INTERNET IS AN UNSAFE MEDIUM.** Any information obtained from the Internet should be regarded as suspicious and incorrect until proved correct by comparing it to equivalent information from another, reliable, source. The Internet does not support a-priori protection mechanisms against the confidentiality and the integrity of the data transmitted through it. The personnel with access to Internet through the Organization's Infrastructure should keep in mind that the data, which are exchanged through Internet, are not automatically protected from people who may "watch" the communication channel.
- 5.2. **INTERNAL INFORMATION TRANSMISSION.** Internal information or documents of any kind concerning the Organization, having a sensitive nature regarding their exposure to third parties, is permitted to be transmitted or to be rendered accessible from the Internet only after explicit authorization by Cedefop Administration and by Cedefop/IT.
- 5.3. **RECIPIENT IDENTITY VERIFICATION.** Before any user sends internal information of the Organization, enters any agreement or orders any product through the Internet on behalf of Cedefop, the identity of all parties involved should be verified using hard-copy letters, faxes or telephone verification and email delivery receipts.
- 5.4. **FINANCIAL TRANSACTIONS THROUGH THE INTERNET.** Users should be very careful when conducting personal or professional financial transactions via the Internet, as this is an insecure medium, as explained in previous paragraphs (5.1, 5.2, 5.3). If it is necessary to do so via Cedefop's network infrastructure, users should be certain that (a) a secure channel is used (HTTPS) and (b) that passwords for sensitive transactions are not automatically stored on the computer.

6. WORLD WIDE WEB BROWSING

- 6.1. All Users have the ability of web browsing for professional and limited personal use only if none of the Organization's interests is staking or Organization's reputation is damaged. Web browsing is subject to the personal use limits described in paragraph 2.18 and to the general use rules of Section 2.
- 6.2. Cedefop discourages the visiting of Internet Sites with specific, non-business related subjects, as listed for example in Table 1, and reserves the right of restricting staff access to them.

- Adult Entertainment, Sex – Porn – XXX
- Computer Hacking – Underground
- Illegal Music – pirated Software
- Militancy – Weapons – Violence - Racism/Hate.
- Illegal Drugs
- Gambling
- On-line Games
- Personals/Dating

7. TELEPHONY AND VIDEO-CONFERENCING

Use of the telephony and video-conferencing service is also subject to the general use rules of Section 2. Users of telephony services should be polite when talking on the phone, should use their Personal Identification Number (PIN) for personal calls and should report any problems that appear to Cedefop/IT's Helpdesk.

Video-conferencing sessions are to be done after proper arrangement with the Conferencing service, by acquiring and completing the appropriate application form.

8. INCIDENT HANDLING

Users should notify Cedefop/IT immediately when they notice or suspect that

- 8.1.1. Sensitive organizational information is lost or leaked to unauthorized recipients.
- 8.1.2. Unauthorized access to an Organization's computing system has occurred, or any access codes or "proofs" of identity authentication leak, are lost or stolen.
- 8.1.3. Unusual behavior-activity of the computing systems occurs, since it might be an indication of security risk. Unusual behavior samples can be considered lost files, unusual system breakdowns, important error messages, etc.
- 8.1.4. A virus infection has occurred.

Cedefop/IT, which will then advise the user or take the necessary measures to handle the case.

9. TREATMENT OF INFRINGEMENTS

- 9.1. It is understood that policy infringements can occur out of ignorance or due to insufficient technical knowledge. In these cases the issues will be dealt with unofficially, with the necessary guidelines and directions given for the remedy.
- 9.2. In serious cases where an infringement is continuing or repeating, where there are stolen data, or are illegal actions, and in other serious incidents, Cedefop/IT will notify the Administration and according to the severity there will follow disciplinary sanctions:
 - 9.2.1. *For Internal staff (officials, temporary, auxiliary, local, temporary agents, sanctions will be according to the Regulations and Rules of the European Communities.*
 - 9.2.2. *For External staff (Contractors: external, interim, consultants, trainees, companies), sanctions will range from verbal reprimand*

to financial penalties, suspension and termination. Where the Law is found to be broken, legal prosecution may also follow.

ANNEX E

DECLARATION ON EXCLUSION CRITERIA

I hereby declare that neither I nor the company:
(*Company Name*).....

that I am representing are in any of the situations mentioned below:

- a) is bankrupt or being wound up, is having his/her 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 his/her professional conduct by a definitive court judgement;
- c) has been guilty of grave professional misconduct proven by any means which Cedefop can justify;
- d) has 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 he/she is established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
- e) has been the subject of a definitive court judgment for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- f) following another procurement procedure or grant award procedure financed by the Community budget, he/she has been declared to be in serious breach of contract for failure to comply with his/her contractual obligations.

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.

Signature:

Date:

ANNEX F

LEGAL ENTITY FORM

(to be downloaded, depending on the nationality and legal entity of the tenderer, from the following website)

http://europa.eu.int/comm/budget/execution/legal_entities_en.htm

ANNEX G

FINANCIAL IDENTIFICATION FORM

(to be downloaded, depending on the nationality of the tenderer, from the following website)

http://europa.eu.int/comm/budget/execution/ftiers_en.htm

PLEASE NOTE:

Please indicate the BIC (Bank Identification Code) in the REMARKS box of the downloaded form.

ANNEX H

CHECK LIST OF MANDATORY DOCUMENTS

The checklist must be used to ensure that you have provided all the documentation for this tender and in the correct way. This checklist should be included as part of your offer.

Please Tick ✓ the boxes provided

<u>Mandatory documents to be included as part of the tender</u>	Reference paragraph	Included		If the document is not included, please provide an explanation for the reason
		Yes	No	
<u>Envelope 'A' must contain</u> One original and one copy of: This checklist		<input type="checkbox"/>	<input type="checkbox"/>	
exclusion criteria declaration (If applicable, including those of consortia and subcontractors)	3.1, 4.1 & 4.2	<input type="checkbox"/>	<input type="checkbox"/>	
selection criteria documents (If applicable, including those of consortia and subcontractors)	3.2, 4.1 & 4.2 Annex I	<input type="checkbox"/>	<input type="checkbox"/>	
legal entity form	3.3	<input type="checkbox"/>	<input type="checkbox"/>	
name and position of the individual(s) entitled to sign contract	3.3	<input type="checkbox"/>	<input type="checkbox"/>	
financial identification form	6.1	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Envelope 'B' must contain</u> one original and four copies of:				
the technical questionnaire accompanied by all supporting documentation	5.1, 5.2 and Annexes A-1 and/or A-2	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Envelope 'C' must contain</u> one original four copies of:				
The financial offer	5.3 to 5.6 and Annexes B-1 and/or B-2	<input type="checkbox"/>	<input type="checkbox"/>	

You should also ensure that:

- | | |
|--------------------------|---|
| <input type="checkbox"/> | your offer is formulated in one of the official languages of the European Union. |
| <input type="checkbox"/> | both the technical and financial proposals of the offer are signed you or your duly authorised agent. |
| <input type="checkbox"/> | your offer is perfectly legible in order to rule out any ambiguity. |
| <input type="checkbox"/> | your offer is submitted in accordance with the envelope system as detailed in the invitation to tender point 3. |
| <input type="checkbox"/> | the outer envelope bears the information mentioned in the invitation to tender point 3. |

ANNEX I

CURRICULUM VITAE FORMS

INSTRUCTIONS

The CV should be a summary rather than a biography of an individual and must be in a format enabling a quick and accurate comparison with other CVs submitted to fill certain roles. There should be no unaccounted chronological breaks.

ATTENTION:

Use of these forms is **mandatory**,
only CVs submitted on these forms will be evaluated.

Do not forget to print out all the CVs!

How to fill out the CV forms:

Do not indicate the names of the candidates on the CV forms but numbers and fill in the table available after the CV forms to make the connection between numbers and names. In order to protect confidential personal data, CVs will be circulated without the corresponding table.

All the required information has to be provided. Any missing or incomplete information may lead to a CV being discarded.

Where the information is to be provided in tabular form, **all the columns** of the table have to be filled in.

Each CV consists of **one CV front page** and **at least one CV professional experience page**. More CV experience pages may be added as necessary.

Each CV professional experience page contains data about the projects the employee has participated in, his roles and responsibilities, and the technologies or methodologies he used in the context of these projects. More CV experience pages must be added for more projects.

- **Company** is the name of the employer
- **Dates** must indicate precisely the starting and ending months of the entry
- **Function** is the function of the employee in his company
- **Description of activities** must include an explanation of the scope and results of the projects or tasks.

CV reference form

CV front page

CV number :	<i>(Indicate here the CV number: 1, 2, 3, 4 or 5)</i>		
Date of birth:			
Contract information:	Date of recruitment: <i>Comments:</i>		
Current function:	<i>(indicate the function in the company)</i>		
Profile and expertise:	<i>Check the appropriate profile:</i> <input type="checkbox"/> Account Manager (AM) <input type="checkbox"/> Field Service Supervisor (FSS) <input type="checkbox"/> Field Service Technician (FST) <input type="checkbox"/> Personal Computer Installation Technician		
Educational qualification:	<i>Check the appropriate :</i> <input type="checkbox"/> University degree <input type="checkbox"/> Non university degree <i>Comments :</i>	Certificate(s) and/or diploma obtained :	Institute(s):
Training and certifications:	Training name: Company/institute organising the training:	Date(s) training:	Exams or certificates:
Languages: (indicate level of skill: from 1=basic to 5=excellent)	English: Greek: Other(s):	Spoken	Written
Date IT career started:			

CV professional experience page

CV number:	
CV experience page number for this CV:	

EXPERIENCE	
Company:	
Dates:	
Function :	
Clients:	
Description of activities:	
Employee's Roles & Responsibilities:	
Technologies and methodologies used:	

CONNECTION TABLE FOR CV FORMS

Profiles for the selection criteria and requested services

	Profile	CV number	FAMILY NAME, First name
(1)	Account Manager (AM)		
(1)	Field Service Supervisor (FSS)		
(1)	Field Service Technician (FST)		
(...)	Field Service Technician (FST)		
(1)	Personal Computer Installation Technician		
(...)	Personal Computer Installation Technician		