

Brussels, 20 November 2018
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EFTA Surveillance Authority website

Instructions to Tenderers

1 Contractor

EFTA Surveillance Authority
Rue Belliard 35,
1040 Brussels,
Belgium

The EFTA Surveillance Authority (ESA) is an international organisation located in Brussels, Belgium.

As an international organisation, ESA is VAT exempt in Belgium. Any contract entered by ESA will express terms of payment in euros, and all payments under these contracts will likewise be made in euros.

ESA works with the European Data Protection Supervisor (EDPS) to safeguard the processing of personal data, and safeguards the processing of personal data related to contracts in line with its [Data Protection Notification No 866124](#) and [Privacy Statement No 887458](#).

2 Tender and procurement process

This procurement is an open call for tenders. ESA invites all suitable entities, established in the EU/EEA, fulfilling the criteria set out in the tender documents to submit tenders. This procurement is not subject to Directive 2014/24/EU or any other Directive regarding public procurement in the EEA.

By submitting an offer, tenderers accept to be bound by the instructions set out by ESA. All information issued in connection with the tender documents remains the property of ESA and is to be used solely to tender.

Tenderers are invited to submit to ama@eftasurv.int with aih@eftasurv.int in copy. Only one tender proposal will be accepted from each tenderer.

2.1 Schedule and deadlines

The tender process will close at 23.59 on 14 January 2019 (Brussels time). At its sole discretion, ESA may extend the deadline for receipt of tender proposals.

The successful service provider is invited to start the contract work as soon as possible following the completion of the tender process and the signing of a contract between the chosen service provider and ESA.

Indicative timetable

KEY ACTIONS	DATES
Invitation to tender	20 November 2018
Question and answer period	20 November 2018 – 9 January 2019
Final date for questions	9 January 2019
Submission deadline	14 January 2019
Notification to unsuccessful suppliers and preferred tenderer	11 February 2019
Signing of contracts	Late February 2019
Contract work starts	As soon as possible thereafter
Website goes live	1 October 2019

*Please note this is an indicative timetable and ESA reserves the right to amend it at any time.

2.2 Changes and contact

ESA reserves the right to correct or amend the tender documents should error or lack of information come to light.

Tenderers may submit questions at any time during the period specified above and questions will be answered throughout the period by ESA. Tenderers are encouraged to submit any questions as soon as possible. Tenderers should note that ESA will be closed from 24 December 2018 to 2 January 2019 inclusive. ESA is open for business as from Thursday 3 January 2019.

Only written communications to ESA's named representative will be taken into account during the tender period. Any changes to the tender documents following questions from one tenderer will be published on ESA's website as annexes to the tender documents, for the information of other participants in the tender process.

Tenderers may modify their submission prior to the deadline for receipt, but no modifications will be accepted after the deadline to submit has expired. Tenderers may withdraw a proposal at any time, providing the withdrawal is notified to ESA's contact person.

2.3 Rejection and cancellation

ESA reserves the right to discontinue the whole of, or any part of, this tendering process at any time and accepts no obligation to award or conclude a contract.

ESA will reject all tender proposals received after the deadline has expired. If the tenderer does not comply with the requirements of the tender documents, does not provide all of the information ESA has requested within the tender documents or submits qualifications to their tender, ESA may reject the tender as non-compliant with the specifications of the tender process.

Tenderers may be excluded if ESA assesses that they have a high risk of insolvency over the lifetime of the contract, or that they would be unable to cope with the contract size.

Without prejudice to the statement above regarding the rules to which this procurement is subject, ESA may also reject any tender where any of the situations in Article 57(1),(2) or (4) of Directive 2014/24/EU apply. These situations relate to instances of fraud, non-payment of tax, grave misconduct, etc.

2.4 Responsibility

Any contract awarded following this tender process will be made on the basis of ESA's terms and conditions of contract.

As part of this tender process, ESA is not under any obligation to pay any tenderer for a proposal. Tenderers have sole responsibility for any costs and expenses incurred in connection with the preparation and submission of their tender, and for all other stages of the selection and evaluation process.

ESA is likewise under no obligation to include tenderers responding to this invitation to tender in any future tender invitations.

2.5 Language

Tender proposals and all related documents and correspondence must be written in English.

3 Tender content

The proposal should not be longer than 60 pages in A4 page format and must be submitted electronically.

ESA asks tenderers to construct their proposals as follows:

3.1 Service delivery

Please provide details of how you propose to deliver the service as outlined in the ITT, including details of any subcontractors. ESA seeks tenders which:

- Demonstrate a clear understanding of the purpose and objective of the work and its importance.
- Demonstrate experience from previous comparable projects, with at least three examples and references, illustrating design and technical solutions.
- Outline the relevant tasks and phases of the project, and describe how they will be fulfilled, and with which resources.

3.2 Project management

Please provide a plan detailing how the project will be carried out and managed, including:

- A timeline with key milestones.
- A named individual who will lead the contract, the team that will be assembled and an organogram outlining reporting lines and structures.
- A strategy for how the quality of the development will be ensured.
- An overview of foreseen meetings and necessary workshops, both internally and with ESA.
- A concise strategy for dealing with any project risks and a procedure for communicating any problems to the ESA contact.
- A mechanism to handle change requests during implementation.

3.3 Design and contents of website

Please provide a plan detailing how the design and content of the projected website will be created, including:

- Outline the approach to be used for initial data analysis, including quantitative and qualitative analysis.
- Describe the approach to be taken in optimising design and visual identity.
- Outline how to best incorporate the necessary ESA customisation as set out in the ITT.
- Outline how to facilitate the transfer of information from the existing ESA website to the new one.

3.4 Technical solutions and requirements

Please provide a plan detailing the technical solutions for the project, including:

- A description and justification of the foreseen CMS (Content Management System) and other toolboxes or technologies to be used or developed.
- An outline for a cloud-based system to replace a server dependent system.
- A description and plan for how to include the necessary security measures.
- An outline for launch support and site testing before go-live.
- Information about hosting.

For the avoidance of doubt, prospective service providers may deliver hosting via a subcontractor, and if so should submit details of their proposed subcontractor.

3.5 Support and follow-up

Please provide a plan for how to deal with knowledge transfer before the end of the contract as well as a contract exit strategy, including:

- A description of support, hosting and suitable maintenance and update of solutions after the end of construction.
- A plan for training and follow-up for ESA staff to ensure in-house expertise in running and maintaining the site during and after the warranty period.

3.6 Price evaluation

All offers shall present the total price in euros without VAT (as ESA is exempt from taxation). The price is to include an installed and fully operational version of the solution. Please provide details of the entire bid costs and information on the pricing model used, detailed as to:

- Daily rates.
- Amount of days foreseen for the project.
- Rates for maintenance and support for the project including during a warranty period.
- Rates for short-term hosting of between 3 and 6 months.

Please note that the maximum budget for the project (including short-term hosting, as well as support and maintenance during the warranty period but excluding longer term hosting and support) is EUR 70 000.

As set out in the ITT, ESA may require long term hosting and/or support and maintenance from the chosen provider. To this end, prospective service providers are asked to set out details of their hosting, maintenance and support solutions, and their monthly and annual rates for hosting, support and maintenance. Such pricing will not form part of the maximum budget of EUR 70 000 but ESA expects the rates to be in line with the pricing included for the warranty/short-term hosting period and this will be used to enable evaluation of future sustainability.

Together with the tender criteria points from 3.1 to 3.6, ESA asks tenderers to provide documentation proving the service provider's:

- Registration in a public register of enterprises or equivalent where applicable (within EEA/EU).
- Tax and VAT certificates from relevant authorities.
- Documents establishing their financial capacity.

4 Award criteria

ESA will base the contract award decision on a proposal assessment of how tenderers fulfill the requirements set out in Part 3, using a generic scoring scheme identified in the table below. The scoring will be weighted by a point system going up to 100.

The contract will be awarded based on the offer that is the most advantageous to ESA. This is defined as the highest scoring tender proposal based on the methods, criteria, and weightings provided in these instructions to tenderers.

Each requirement is weighted to show the relative importance and significance in the context of this evaluation:

Criteria	Weighting
3.1 Service delivery	25
3.2 Project management	10
3.3 Design and contents of the website	25
3.4 Technical solutions	20
3.5 Support and follow-up	10
3.6 Price evaluation	10

ESA reserves the right to invite tenderers receiving the highest score to carry out a presentation of their proposal. Such presentations will be used to confirm the scores awarded according to the above table and to decide on the award of the contract should there be outstanding questions.

5 Contact:

Any questions should be submitted via email to the ESA contact person and will be answered anonymously on ESA's website. Only written communications to ESA's named representative will be taken into account during the tender period.

All questions should be forwarded to:

Ásta Sigrún Magnúsdóttir

Communications officer

ama@eftasurv.int