

SERVICE CONTRACT NOTICE

Reconfiguration of the existing data centre into a cloud or hybrid solution
Podgorica, Montenegro

1. Reference

ReSPA/CORE/SER/021-24

2. Procedure

Single tender

3. Programme title

ReSPA Core Activities

4. Financing

CORE Budget Addendum 2024

5. Contracting authority

Regional School of Public Administration

CONTRACT SPECIFICATION

6. Nature of contract

Global price

7. Contract description

After analyzing the market and current practices in the IT sector, and considering the total cost of ownership (TCO) and associated risks of traditional on-premises data centers, it has become necessary to reconfigure the existing data center into a cloud or hybrid solution. A hybrid implementation is expected to efficiently accommodate the need for resource expansion and the introduction of new services, such as Microsoft Exchange Online. Alongside email services, the migration should also encompass the simplification of administrative operations for other services, including business application solutions.

The proposed cloud platform must ensure high availability of all migrated applications, secure access with full redundancy, and an SLA guaranteeing 99.99% uptime. It should also provide scalability and multicloud support. Interested bidders are required to present a detailed description of the proposed cloud setup, including cost estimates for one year, whether based on flexible usage rates or a fixed annual fee. The successful bidder will be responsible for delivering comprehensive project documentation (blueprint) upon project completion

8. Number and titles of lots

One lot only

9. Maximum budget

Up to 9,500 EUR

CONDITIONS OF PARTICIPATION

10. Legal basis, eligibility and rules of origin

Participation is open to all natural persons who are nationals of and legal persons (participating either individually or in a grouping – consortium – of candidates/tenderers) which are effectively established in a Member State of the European Union or in a eligible country or territory as defined under Article 8 of Regulation (EU) No 236/2014 establishing common rules and procedures for the implementation of the Union's instruments for external action (CIR) for the applicable instrument under which the contract is financed.

11. Number of tenders

No more than one tender can be submitted by a natural or legal person whatever the form of participation (as an individual legal entity or as leader or member of a consortium submitting a tender). In the event that a natural or legal person submits more than one tender, all tenders in which that person has participated will be excluded.

12. Grounds for exclusion

As part of the tender, tenderers must submit a signed declaration, included in the tender form, to the effect that they are not in any of the exclusion situations listed in Section 2.6.10.1. of the practical guide.

Tenderer included in the lists of EU restrictive measures (see Section 2.4. of the PRAG) at the moment of the award decision cannot be awarded the contract.

13. Sub-contracting

Subcontracting is allowed.

PROVISIONAL TIMETABLE

14. Provisional commencement date of the contract

End of November 2024

15. Implementation period of the tasks

One month

SELECTION AND AWARD CRITERIA

16. Selection criteria

Capacity-providing entities

An economic operator (i.e. candidate or tenderer) may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links it has with them. If the economic operator relies on other entities, it must in that case prove to the contracting authority that it will have at its disposal the resources necessary for the performance of the contract by producing a commitment by those entities to place those

resources at its disposal. Such entities, for instance the parent company of the economic operator, must respect the same rules of eligibility and notably that of nationality as the economic operator relying on them and must comply with the selection criteria for which the economic operator relies on them. **Furthermore, the data for this third entity for the relevant selection criterion should be included in a separate document.** Proof of the capacity will also have to be provided when requested by the contracting authority.

With regard to technical and professional criteria, an economic operator may only rely on the capacities of other entities where the latter will perform the tasks for which these capacities are required. With regard to economic and financial criteria, the entities upon whose capacity the economic operator relies, become jointly and severally liable for the performance of the contract. The following selection criteria will be applied to the tenderers. In the case of tenders submitted by a consortium, these selection criteria will be applied to the consortium as a whole if not specified otherwise. The selection criteria will not be applied to natural persons and single-member companies when they are sub-contractors.

The tenderer shall not use previous experience which caused breach of contract and termination by a contracting authority as a reference for selection criteria.

1) Economic and financial capacity of the tenderer (based on item 3 of the tender form). The reference period which will be taken into account will be the last three years for which accounts have been closed:

- the average annual turnover of the tenderer must exceed the annualised maximum budget of the contract i.e. the maximum budget stated in the contract notice divided by the initial contract duration in years, where this exceeds 1 year (minimum annual turnover requested may not exceed 2 times the estimated annual contract value, except in duly justified cases motivated in the tender dossier); and
- Current ratio (current assets/current liabilities) in the last year for which accounts have been closed must be at least 1. In case of a consortium this criterion must be fulfilled by each member.

2) Professional capacity of the tenderer (based on items 4 of the tender form).

The reference period which will be taken into account will be the last five years from submission deadline:

- Certified and Qualified IT Professionals
- **Description:** The tenderer must have a team of certified IT professionals in Microsoft and the Virtualisation area with relevant qualifications and experience in cloud computing, data migration, and network security. This includes certifications such as:
 - **Microsoft Certified: Microsoft 365 Certified Administrator**
 - **VMware Certified**
 - **Fortinet Certified**
- **Supporting Evidence:** The tenderer should provide CVs and certificates for key personnel, demonstrating their qualifications and expertise in areas such as cloud architecture (Azure or multicloud environments), Office/Exchange 365, and network security. Additionally, the proposed team should have practical experience in similar projects, with at least 3-5 years of relevant experience for senior roles.

3. Technical capacity of tenderer (based on items 5 and 6 of the tender form). The reference period which will be taken into account will be the last five years from the

submission deadline:

Proven Expertise in Cloud Migration and Hybrid Solutions

· **Description:** The tenderer should have demonstrated experience in migrating complex on-premise infrastructure to cloud-based or hybrid environments. This includes successful implementation of Microsoft 365, Azure Active Directory, and cloud-based storage solutions (OneDrive).

· **Supporting Evidence:** The tenderer should provide references for at least 3 successfully completed cloud migration or hybrid solution projects, particularly involving:

- Migration of Exchange servers to Exchange Online
- Migration of file servers to cloud storage solutions (e.g., OneDrive)
- Migration of Microsoft and Linux servers
- Configuration of hybrid cloud environments with scalability, security, and high availability (99.99% SLA).

Expertise in Network Infrastructure and Security

- **Description:** The tenderer should have deep technical capacity in managing and reconfiguring network infrastructure to support a cloud or hybrid solution. This includes expertise in configuring firewalls, L3 switches (such as Fortinet), managing internal DNS services, and ensuring secure and redundant network configurations.
- **Supporting Evidence:** Certification in network security and firewall configuration and experience in handling projects that required complex network reconfigurations, especially during transitions to cloud environments. The tenderer should demonstrate competence in securing multi-cloud environments and ensuring compliance with data protection regulations (e.g., GDPR).

Experience with Backup and Disaster Recovery Solutions

- **Description:** Given the importance of data security and availability in cloud environments, the tenderer should possess strong technical capacity in implementing and configuring cloud-based backup (e.g., Veeam Backup and Replication for hybrid environments).
- **Supporting Evidence:** The tenderer should provide certifications or case studies showing their experience with implementing Veeam or similar backup solutions in hybrid or cloud environments. They should also have experience in configuring backup jobs, managing cloud storage for backups, and ensuring rapid disaster recovery in case of data loss or system failures.

17. Award criteria

The best value for money is established by weighing technical quality against the price based on the ratio: 80 % technical quality/20 % price.

TENDERING

18. Deadline for submission of tenders

The deadline for submission of tenders is specified in point 8 of the instructions to tenderers.

19. Tender format and details to be provided

Tenders must be submitted using the standard tender form for simplified procedures, the format and instructions of which must be strictly observed. The tender form is available from the following internet address: [https://wikis.ec.europa.eu/display/ExactExternalWiki/Annexes#Annexes-AnnexesB\(Ch.3\):Servicecontracts](https://wikis.ec.europa.eu/display/ExactExternalWiki/Annexes#Annexes-AnnexesB(Ch.3):Servicecontracts), under the zip file called Simplified Tender dossier.

The tender must be accompanied by a declaration on honour on exclusion and selection criteria using the template available from the following Internet address:

[https://wikis.ec.europa.eu/display/ExactExternalWiki/Annexes#Annexes-AnnexesA\(Ch.2\):General](https://wikis.ec.europa.eu/display/ExactExternalWiki/Annexes#Annexes-AnnexesA(Ch.2):General)

Any additional documentation (brochure, letter, etc.) sent with a tender will not be taken into consideration.

20. How tenders may be submitted

Tenders must be submitted in English exclusively to the contracting authority, using the means specified in point 8 of the instructions to tenderers.

Tenders submitted by any other means will not be considered.

By submitting a tender tenderers accept to receive notification of the outcome of the procedure by electronic means.

21. Alteration or withdrawal of tenders

Tenderers may alter or withdraw their tenders by written notification prior to the deadline for submission of tenders. No tender may be altered after this deadline.

Any such notification of alteration or withdrawal shall be prepared and submitted in accordance with point 9 of the instructions to tenderers.

22. Operational language

All written communications for this tender procedure and contract must be in English.