



EUROPEAN COMMISSION

DIRECTORATE-GENERAL EDUCATION AND CULTURE

Directorate D - Culture and Creativity  
Unit D.3 - Library and e-Resources Centre

## **CALL FOR TENDERS**

N° EAC/22/2016

### **Library Management System (LMS)**

# **TENDER SPECIFICATIONS**

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## 1. SUMMARY

Awarding authorities	The European Commission (EC) hereafter referred to as the Commission, participating EU Institutions, Agencies and Bodies and any other institution, agency or body that will be created on the basis of the Treaties or secondary Union law within the duration of the contract, provided that the volume of the contract earmarked for the institution, agency or body does not exceed 10% of the total volume of the contract. All of them are referred to as " <i>The EU Institutions</i> ". See § 3.3 for the list of participating EU Institutions.
Purpose	The objective of the call for tenders is to establish a framework contract covering the provision of professional services needed to provide a library management system.
Volume (indicative)	<p>The maximum total volume of the contract is estimated at EUR 6 000 000.</p> <p>It should be stressed that framework contracts involve no direct commitment and, in particular, do not constitute orders per se. Instead, they lay down the legal, financial, technical and administrative provisions governing the relationship between the European Commission and the contractor during their period of validity.</p> <p>The estimate given is purely indicative and does not bind the Institutions in any way. The figure may be subject to revision.</p> <p>The Institutions may exercise the option to increase the estimated market amount at a later stage via a negotiated procedure with the successful tenderer(s) in accordance with Art. 134(1)(f) of the <i>Rules of Application of the Financial Regulation</i>.</p>
Contracts	The Commission, acting on behalf of the Institutions, will sign framework contract with the successful tenderer. A <i>Draft framework contract</i> is attached as Annex 5.
Submission of offers	Each tenderer can submit only one offer.
Duration of Framework Contract	The proposed duration of the new Framework Contract is six (6) years from the date of signature with four (4) possible extensions of one (1) year each (6+1+1+1+1).
Main places of delivery	The main premises of the participating EU institutions, bodies and agencies in the EU. See § 3.3 for the list of participating EU Institutions and their premises.
On-duty days	<p>Commission on-duty days, such as Holy Thursday, the Friday before Easter, the day following Ascension Day and the period from 27 to 31 December (5 days, except when Saturday and Sunday), should be considered as "<i>Normal working days</i>" as well as:</p> <ul style="list-style-type: none"> <li>– 2<sup>nd</sup> January (except when Saturday or Sunday);</li> <li>– 23<sup>rd</sup> June – Luxembourg national day (except when Saturday or Sunday);</li> <li>– 21<sup>st</sup> July – Belgium national day (except when Saturday or Sunday).</li> </ul>

Normal working hours	Normal working hours are from 7 a.m. to 8 p.m. on normal working days.
Variants	Not permitted

## 2. INFORMATION ON TENDERING

### 2.1. Participation

Participation in this procurement procedure is open on equal terms to all natural and legal persons coming within the scope of the Treaties, as well as to international organisations.

It is also open to all natural and legal persons established in a third country which has a special agreement with the Union in the field of public procurement on the conditions laid down in that agreement. Where the plurilateral Agreement on Government Procurement<sup>1</sup> concluded within the World Trade Organisation applies, the participation to this procedure is also open to all natural and legal persons established in the countries that have ratified this Agreement, on the conditions it lays down.

### 2.2. Contractual conditions

The tenderer should bear in mind the provisions of the draft contract which specifies the rights and obligations of the contractor, particularly those on payments, performance of the contract, confidentiality, and checks and audits.

### 2.3. Compliance with applicable law

The tender must comply with applicable environmental, social and labour law obligations established by Union law, national legislation, collective agreements or the international environmental, social and labour conventions listed in Annex X to Directive 2014/24/EU<sup>2</sup>.

### 2.4. Joint tenders

A joint tender is a situation where a tender is submitted by a group of economic operators (natural or legal persons). Joint tenders may include subcontractors in addition to the members of the group.

In case of joint tender, all members of the group assume joint and several liabilities towards the Contracting Authority for the performance of the contract as a whole, i.e. both financial and operational liability. Nevertheless, tenderers must designate one of the economic operators as a

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<sup>1</sup> See [http://www.wto.org/english/tratop\\_E/gproc\\_e/gp\\_gpa\\_e.htm](http://www.wto.org/english/tratop_E/gproc_e/gp_gpa_e.htm).

<sup>2</sup> Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC (OJ L 94, 28.3.2014, p. 65).

single point of contact (the leader) for the Contracting Authority for administrative and financial aspects as well as operational management of the contract.

After the award, the Contracting Authority will sign the contract either with all members of the group, or with the leader on behalf of all members of the group, authorised by the other members via powers of attorney.

## **2.5. Subcontracting**

Subcontracting is permitted but the contractor will retain full liability towards the Contracting Authority for performance of the contract as a whole.

Tenderers are required to identify subcontractors whose share of the contract is above 10%.

During contract performance, the change of any subcontractor identified in the tender or additional subcontracting will be subject to prior written approval of the Contracting Authority.

## **2.6. Structure and content of the tender**

All tenders should be drawn up using word-processing or desktop publishing software, in a font size giving a readable result on paper. Only the paper version of the tender will be evaluated. If the tender, or any part of it, is hand-written, it should be perfectly legible, so as to rule out any doubt whatsoever as to the words or figures used.

All tenders must be clear, complete and consistent with all the requirements laid down in the tendering documents and tenders must be presented as follows:

Part A: Identification of the tenderer (see § 2.7)

Part B: Technical offer (see § 5.1)

The technical offer must cover all aspects and tasks required in the technical specifications and provide all the information needed to apply the award criteria. Offers deviating from the requirements or not covering all requirements may be rejected on the basis of non-compliance with the tender specifications and will not be evaluated.

Part C: Financial offer (see § 5.2)

The price for the tender must be quoted in euro. Tenderers from countries outside the euro zone have to quote their prices in euro. The price quoted may not be revised in line with exchange rate movements. It is for the tenderer to bear the risks or the benefits deriving from any variation.

Prices must be quoted free of all duties, taxes and other charges, including VAT, as the European Union is exempt from such charges under Articles 3 and 4 of the Protocol on the privileges and immunities of the European Union. The amount of VAT may be shown separately.

The quoted price must be a fixed amount which includes all charges (including travel and subsistence). Travel and subsistence expenses are not refundable separately.

Part D: Non-exclusion (see § 5.4)

Part E: Selection (see § 5.5)

## **2.7. Identification of the tenderer**

The tender must include the Annex 1 signed by an authorised representative presenting the name of the tenderer (including all entities in case of joint tender) and identified subcontractors if applicable, and the name of the single contact point (leader) in relation to this procedure.

In case of joint tender, the Annex 1 must be signed either by an authorised representative for each member, or by the leader authorised by the other members with powers of attorney. The signed powers of attorney must be included in the tender as well. Subcontractors that are identified in the tender must provide a letter of intent signed by an authorised representative stating their willingness to provide the services presented in the tender and in line with the present tender specifications.

All tenderers (including all members of the group in case of joint tender) must provide a signed Legal Entity Form with its supporting evidence. The form is available on: [http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/legal\\_entities/legal\\_entities\\_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm)

Tenderers that are already registered in the Contracting Authority's accounting system (i.e. they have already been direct contractors) must provide the form but are not obliged to provide the supporting evidence.

The tenderer (or the leader in case of joint tender) must provide a Financial Identification Form with its supporting documents. Only one form per tender should be submitted. No form is needed for subcontractors and other members of the group in case of joint tender. The form is available on: [http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/index\\_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/index_en.cfm)

## **3. TECHNICAL SPECIFICATIONS**

### **3.1. Background and vision**

The EU Libraries and information services of the EU Institutions, Agencies and Bodies provide services to over 40.000 staff members from the 28 EU countries, with a specific focus on European matters.

Over the years, the EU Libraries have created multilingual collections where traditional formats such as paper and microforms coexist with all types of electronic resources which are supplied by many different vendors.

Typically the technical heart of library service delivery has been the library management system (LMS) which integrates processes and work flows within one system. These processes include:

- Acquisitions – ordering, receipting and cataloguing stock items, managing library stock budgets, etc.
- Cataloguing & Metadata management
- Circulations – issuing and discharging items at the library desks and by self-service; managing reservations, including shelf-checks; managing borrower accounts and transactions; fines and charges; etc.
- Readers’ Services – An Online Public Access Catalogue (OPAC) permits customers to enquire about stock, place reservations, renew loans, etc.
- Management Information – statistics on system transactions, borrower information, etc.
- Authentication – the library management system is used to authenticate users of other services such as public access PCs, online services, etc.

The EU Libraries see the future of library services as increasingly online, open, and integrated with other institutional technologies. In addition, the libraries have greatly expanded from the traditional role of collection development, management and promotion to centres of knowledge. Library collections themselves have become more diverse and collection development and management now embraces more and more electronic resources.

The new LMS models orientated towards services and openness are perceived as a good opportunity to offer services to end users beyond the traditional realm of a library, and the EU Libraries would like to explore this. On top of this, the EU Libraries would also like to take advantage of the SaaS (Software as a Service) model to free local resources, mostly related to hardware and operating system maintenance, as well as to benefit from more frequent software updates.

The vision for the future includes:

- Seeking to implement open data and open standards in order to simplify flexibility and development.
- Applying institutional policy on cloud computing at the earliest opportunity.
- Hosting LMS data in the cloud.
- Containing costs and saving money.
- Delivering Discovery services which will uncover all the wealth of resources the library services have to offer to customers from catalogues, databases and online services via a single search.

### **3.2. Purpose**

This call for tenders is intended to lead to a framework contract to be used by the EU Libraries to acquire state-of-the-art integrated library management and resource discovery system under the SaaS model (Software as a Service).

The following key deliverables are expected from the Library Management System and Resource Discovery Solution:

- a. A next generation, SaaS, cloud based solution service that allows the Library staff, users and other stakeholders to take advantage of the benefits offered by the next generation of LMS and Resource discovery solution.
- b. Highly secure and resilient off-site managed LMS and Resource Discovery solution.

- c. Web-based LMS and Resource Discovery interfaces that are multiple-browser and device friendly.
- d. A solution that is both scalable and flexible.
- e. A unified resource management approach for library staff to enhance capability to effectively manage core library management functions across all library process areas.
- f. The ability to offer EU Libraries users a modern, feature-rich, single search and discovery interface that seamlessly integrates with multiple resources and repositories.
- g. Comprehensive implementation functionalities – including API's, Web Services – to integrate the library management system with a number of existing and potential future institutional systems including finance, identity management and other wide systems.
- h. The capability to produce detailed accurate and comprehensive management reporting, through customised dashboard interfaces.
- i. Customisation and configuration of both the library management system and resource discovery system on an institution by institution level for each institution library within the EU Libraries.
- j. All necessary data & configuration migrations and data updates from the existing LMS systems to the successful supplier's proposed solution.

The above functionalities need to be covered by a maintenance and support service, and their initial implementation supported by a detailed project plan.

The invoicing by the supplier for the usage, setup, migration, support and training for the system must be per EU Library based.

There will be no shared catalogue created between the libraries of participating institutions, as each institution will have its own independent system.

### **3.3. Participation of other EU Institutions, executive agencies, agencies and bodies**

This call for tenders is inter-institutional. In addition to the European Commission itself, the resulting contract will apply to the following awarding authorities, all of which are EU Institutions, Executive Agencies, Bodies or Agencies:

<b>Nr.</b>	<b>Name</b>	<b>Short name</b>	<b>Location</b>
1	European Parliament	EP	Strasbourg (FR), Brussels (BE)
2	Council of the European Union	COUNCIL	Brussels (BE)
3	European Court of Auditors	ECA	Luxembourg (LU)
4	European Economic and Social Committee	EESC	Brussels (BE)
5	Committee of the Regions	CoR	Brussels (BE)
6	European Centre for the Development of Vocational Training	CEDEFOP	Thessaloniki (GR)
7	European Foundation for the Improvement of Living and Working Conditions	EUROFOUND	Dublin- Loughlinstown (IE)
8	European Institute for Gender Equality	EIGE	Vilnius (LT)
9	European Union Intellectual Property Office	EUIPO	Alicante (ES)

No other existing institution, agency and/or body may join the resulting framework contract if not mentioned in the awarding authorities list provided in the Tendering Specifications or should the volume of the contract foreseen for the institution, agency or body exceed 10% of the total volume of the contract.

### **3.4. Current Library Management Systems and technical environments**

Library management systems currently operating in the EU libraries are managed by separate systems (locally-hosted traditional LMS), provided by different vendors.

A number of other products have been added over the years by different EU libraries to assist in delivering enhanced customer services and improved workflows. These include Discovery Services and OpenURL Link Resolver. Some of the Contracting Authorities libraries have not had any system.

The proposed system must be able to work within the environment of the technological hardware and software infrastructure of each EU Library of the Contracting Authorities.

The elements that make up the infrastructure in the EU Libraries are indicated in the Annex 8.

For the purposes of system sizing and migration planning the figures in the Annex 8 should be taken into consideration.

### **3.5. Minimum requirements**

By submitting a tender, tenderers are committing themselves to provide the services in full compliance with the Tender Specifications and Annexes. Particular attention is drawn to the minimum requirements which the tenderer undertakes to fulfil.

If you are not in a position to comply with all the minimum requirements, you should not submit an offer.

#### **3.5.1. Time schedule for the execution of tasks**

The final delivery for all EU institutions is expected within a maximum time frame of 10 (ten) months after start date of specific contract, except for the European Commission and the Council of European Union. The final delivery for those two institutions is expected within a maximum of 6 (six) months after start date of contract execution and cannot go beyond the 15 November of 2017, unless otherwise stated in the specific contract.

The following steps should be covered within the provided time frame:

- Kick-off meeting
- Project Plan
- Configuration Form
- Configuration and Data Migration
- System Fundamentals Training
- Access to Production
- Authentication and Integrations
- Testing phase
- Final System Configuration
- Final Data Load
- Go-Live
- Project Closure
- Transition from Implementation to Support Mode

- Life in Production

### **3.5.2. Task to be executed**

Suppliers tendering for the Library Management System contract must be able to carry out the implementation of their solution as well as provide support and maintenance for the duration of the contract. The services required are:

- Solution design based on each EU library specification.
- Assistance with transition planning from existing system.
- Management of the migration of the EU Libraries existing library management system to the new cloud-hosted solution, whenever it is appropriate.
- Solution documentation and relevant skills transfer.
- Training, admin and end user (train the trainer).
- Professional Services (Service support).
- Implementation of the requested services: ‘implementation’ means that the LMS is in operation to the extent that library services can be delivered to the users to the expected standard and that inter alia the acquisitions, cataloguing, circulations, and interfaces modules are fully operational.

### **3.5.3. High Level Requirements**

It is important that the new library management system meet the following high level criteria:

- a. The system must provide unified management of all of the resources that each EU Library owns (for example but not limited to monographs, serials, datasets, maps, archives, audio and all digital materials), licenses, stewards and make them available to end users for discovery and delivery. This includes support of selection and acquisition of physical and electronic resources, metadata management across all resource types, submission of digital content, and fulfilment across all resource types.
- b. The system must be able to integrate with institutional systems such as but not limited to: Finance systems, Identity Management systems, Access Control systems in a robust and transparent manner allowing on going updated from and to the system.
- c. The system must support APIs, Web Services, and/or other interfaces that will allow each library to develop extensions to the core software, as well as integrate the system into the local institutional environment (e.g. accounting system). Documentation must be provided by the vendor as well as support for certifying any extensions developed by the libraries. The vendor should also provide support for sharing of customer-developed extensions.
- d. The library management system must offer robust interoperability with the resource discovery solution. Such interoperability shall ensure that services developed for end-users that require resource management [i.e. user-driven acquisitions models] are available without additional integration work on the part of the libraries.
- e. The discovery solution must offer rich and robust customisation, including branding capabilities.

- f. The resource discovery solution must be able to integrate with a wide range of systems including institutional repositories, archive management systems, digital repositories and other discoverable systems.
- g. In addition, the system must provide support for multiple discovery and delivery services and offer capabilities for the libraries to publish relevant library resources [both metadata and inventory information] to these discovery environments as well as develop extensions to the core resource management software to interface and interoperate with such environments.
- h. The new system should ensure that each EU library can – upon migration – decommission the following local systems:
  - The Library management system/Integrated Library System
  - The Electronic Resource Management (ERM) system(s)
  - Discovery layers
  - The Open URL link resolution software and any linked knowledgebase
- i. The LMS and Resource Discovery solutions must both be cloud-based Software as a Service (SaaS) systems.
- j. Search and discovery for end users is clearly 'de-coupled' 'back-end' resource management. Successful decoupling means going beyond search. It requires powerful enough APIs to allow a 'search/discovery service' user to, for example place holds (requests) for particular titles or items, or to see their personal library account information such as current (and past) transactions (such as loans) overdue items , unsatisfied holds, etc.
- k. The management of print and electronic (digital) resources are integrated and can be searched in their entirety or individually as required by the user.
- l. All necessary data and configuration migrations and data updates to be carried out on behalf of the libraries by the vendor.
- m. Clear evidence of cloud resilience will be required along with a robust infrastructure which demonstrates the essentials of business continuity planning in the event of unforeseen events.

#### **3.5.4. Security requirements**

European Institutions apply specific rules and regulations as far as Security and Personal Data Protection are concerned. For instance, within the European Commission, information systems deployed in any flavour of infrastructure, cloud infrastructure included, have to follow security principles as stated in the Commission Decision C(2006)3602 "Concerning the security of information systems used by the European Commission", and Personal Data protection rules defined in EC Regulation 45/2001, or its replacement, and the Directives 95/46/EC and 2002/58/EC. A similar level of security compliance is required by all the Awarding Authorities.

European Institutions information systems have to comply with these regulatory requirements, ensuring compatible implementation and enforcement regardless of the infrastructure used.

These requirements can be essentially classified as:

- Confidentiality – access to information, algorithms and business processes is limited to authorised persons, bodies and procedures;
- Integrity – information systems and processed information can only be altered by deliberate and legitimate action;
- Availability – the capacity of an information system to perform a task under defined conditions as regards schedules, deadlines and performance.

This call for tender focuses on an information system whose risk profile is considered as STANDARD. The information system in scope may process Personal Data. According to the Commission Decision C(2006)3602, STANDARD systems correspond to systems with a confidentiality level of LIMITED BASIC or PUBLIC, and both availability and integrity levels of MODERATE.

Data Protection	Providers are requested not to disclose any data or information issued by the EU institutions and transferred through their networks during the execution of the current contract, actively or passively, intentionally or negligently, to any authorities, legal or natural persons, with the sole exception of relevant formal requests submitted by EU judicial authorities of any Member of the European Union for the purpose of criminal investigations. If disclosure is imposed by any other authority providers shall inform the EU institution concerned before providing the requested information.
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#### **A. Compliance with security needs**

In order to establish compliance, the call for tender requires bidders to address security needs expressed according to the "Framework for Security Objectives and Controls": a security questionnaire will have to be filled in, assessing compliance with security requirements. Requirements will refer to published standards; the questionnaire will reflect the Security Framework described in Annex 7.

This annex defines a framework for providers to evaluate and document their respective effectiveness assurance levels regarding customer's expectations in terms of security objectives and controls. These levels vary from "no assurance" (when no information is available) to "high assurance" (when the effectiveness of security objectives and controls is covered in regular, independent audit reports) or, "highest assurance" (when the effectiveness of security objectives and controls is assessed through continuous monitoring-based certification).

The framework will be used during the tender evaluation to assess the compliance of the providers with their assessment (Annex 7) and during the duration of the Framework contract. Claimed compliance statements and assurance material (self-assessments, internal audit reports, external audit reports / certificates) received from providers will be used to evaluate providers' security posture. The tenderer will pay attention to deliver the evidence which justifies its capability towards effective assurance levels (eg. EAL-x), such as audit certificates and statement of applicability of these certificates.

Special attention will be given to assurance related to geo-localisation: the call for tender requests that all assets and data resides on European Union ground, therefore level of assurance that data are not dispatched outside European Union, for any purpose (backup included) will be considered as very important.

The tenderer is requested to provide information regarding the cloud infrastructure and to mention if the system is in PUBLIC CLOUD (= shared infrastructure) or PRIVATE CLOUD (= dedicated infrastructure).

The tenderer is requested to disclose the cloud infrastructure provider, if any.

Overview of **Controls Effectiveness Assurance Levels**:

- **EAL-0** (no assurance),
- **EAL-1** (binding by contractual documents),
- **EAL-2** (self-assessment),
- **EAL-3** (audit report provided by internal cloud provider services),
- **EAL-4** (external audit reports),
- **EAL-5** (continuous monitoring-based certification).

Providers must document their level of assurance toward security objectives exposed in Annex 7. The minimum requirements are provided in the table below:

#	Security Objectives	Security Objectives Descriptions	Required EALs
SO-01	Information security policy	Cloud provider establishes and maintains an information security policy.	EAL-2
SO-02	Risk management	Cloud provider establishes and maintains an appropriate governance and risk management framework, to identify and address risks for the security of the cloud services.	EAL-2
SO-03	Security roles	Cloud provider assigns appropriate security roles and security responsibilities.	EAL-2
SO-04	Security in Supplier relationships	Cloud provider establishes and maintains a policy with security requirements for contracts with suppliers to ensure that dependencies on suppliers do not negatively affect security of the cloud services.	EAL-2
SO-05	Background checks	Cloud provider performs appropriate background checks on personnel (employees, contractors and third party users) if required for their duties and responsibilities.	EAL-2
SO-06	Security knowledge and training	Cloud provider verifies and ensures that personnel have sufficient security knowledge and that they are provided with regular security training.	EAL-2
SO-07	Personnel changes	Cloud provider establishes and maintains an appropriate process for managing changes in personnel or changes in their roles and responsibilities.	EAL-2
SO-08	Physical and environmental security	Cloud provider establishes and maintains policies and measures for physical and environmental security of cloud datacentres.	EAL-2
SO-09	Security of supporting utilities	Cloud provider establishes and maintains appropriate security of supporting utilities (electricity, fuel, etc.).	EAL-2
SO-10	Access control to network and information	Cloud provider establishes and maintains appropriate policies and measures for access to cloud resources.	EAL-2

	systems		
SO-11	Integrity of network and information systems	Cloud provider establishes and maintains the integrity of its own network, platforms and services and protect from viruses, code injections and other malware that can alter the functionality of the systems.	EAL-2
SO-12	Operating procedures	Cloud provider establishes and maintains procedures for the operation of key network and information systems by personnel.	EAL-2
SO-13	Change management	Cloud provider establishes and maintains change management procedures for key network and information systems.	EAL-2
SO-14	Asset management	Cloud provider establishes and maintains asset management procedures and configuration controls for key network and information systems.	EAL-2
SO-15	Security incident detection and response	Cloud provider establishes and maintains procedures for detecting and responding to incidents appropriately.	EAL-2
SO-16	Security incident reporting	Cloud provider establishes and maintains appropriate procedures for reporting and communicating about security incidents.	EAL-2
SO-17	Business continuity	Cloud provider establishes and maintains contingency plans and a continuity strategy for ensuring continuity of cloud services.	EAL-2
SO-18	Disaster recovery capabilities	Cloud provider establishes and maintains an appropriate disaster recovery capability for restoring cloud services provided in case of natural and/or major disasters.	EAL-2
SO-19	Monitoring and logging policies	Cloud provider establishes and maintains systems for monitoring and logging of cloud services.	EAL-2
SO-20	System tests	Cloud provider establishes and maintains appropriate procedures for testing key network and information systems underpinning the cloud services.	EAL-2
SO-21	Security assessments	Cloud provider establishes and maintains appropriate procedures for performing security assessments of critical assets.	EAL-2
SO-22	Checking compliance	Cloud provider establishes and maintains a policy for checking compliance to policies and legal requirements.	EAL-1
SO-23	Cloud data security	Cloud provider establishes and maintains appropriate mechanisms for the protection of the customer data in the cloud service.	EAL-2
SO-24	Cloud interface security	Cloud provider establishes and maintains an appropriate policy for keeping cloud services interfaces secure.	EAL-2
SO-25	Cloud software security	Cloud provider establishes and maintains a policy for keeping software secure.	EAL-2

SO-26	Cloud interoperability and portability	Cloud provider uses standards which allow customers to interface with other cloud services and/or if needed migrate to other providers offering similar services.	EAL-2
SO-27	Cloud monitoring and log access	Cloud provider provides customers with access to relevant transaction and performance logs so customers can investigate issues or incidents when needed.	EAL-2

## B. Audits and Investigations

Besides compliance with the above mentioned requirements, relevant bodies of the European Union (or third-party auditors) shall be able to perform audits or investigations. These bodies will consist of:

- The European Commission Security Directorate;
- The European Commission Investigation and Disciplinary Office (IDOC);
- The European Commission European Anti-Fraud Office (OLAF);
- The European Commission Internal Audit Service (IAS);
- The European Data Protection Supervisor (EDPS).

Third-party auditors may audit providers' premises and perform qualified forensic copies, the latter being subsequently provided to the above bodies for examination.

### 3.5.5. Mandatory technical requirements

The tenderer undertakes to comply with the specific technical requirements set out below, whose acceptance by tenderers is mandatory.

1. General requirements	
1.1.	The LMS and the RDS must be provided in the form of Software as a Service (SaaS).
1.2.	The system shall be provided as a hosted solution.
1.3.	The LMS must integrate effectively and efficiently with a Resource Discovery Service (RDS).
1.4.	The system shall, at a minimum, offer the following functionality: <ul style="list-style-type: none"> <li>- Acquisitions</li> <li>- Cataloguing and Metadata Management</li> <li>- Circulation and Fulfilment</li> <li>- Serials Control</li> <li>- Electronic Resource Management</li> <li>- Central Knowledge Base</li> <li>- Resource Discovery and Interfaces</li> <li>- Document delivery and inter-library loans</li> <li>- Management information</li> </ul>
1.5.	The system must have a Service Level Agreement (SLA) covering, at least, parameters regarding system uptime and maintenance and support service response times, with the

	<p>following minimum requirements:</p> <ol style="list-style-type: none"> <li>1. System uptime must be at least 99% measured over a period of two months, excluding announced maintenance downtime.</li> <li>2. For maintenance and support incidents in which the system is not available the response time must be within 1 hour (Level 1).</li> <li>3. For maintenance and support incidents in which a full module or a critical function are not available and no workaround is possible the response time must be within 2 hours (Level 2).</li> <li>4. For maintenance and support incidents in which a full module or a critical function are not available but there is an acceptable workaround the response time must be within 8 working hours (Level 3).</li> <li>5. For maintenance and support incidents in which the system, a module or a function do not work as expected but without affecting normal business processes the response time must be within 1 working day (Level 4).</li> <li>6. For any other maintenance and support incidents the response time must be within 2 working days (Level 5).</li> </ol> <p>Provide details on your SLA. Not respecting this SLA driving to penalties.</p>
1.6.	All the configurations and data created or loaded in the system by the libraries of the Contracting Authorities remain property of these libraries. Therefore, the system must provide a mechanism to extract those configurations and data in a meaningful, non-proprietary and exchangeable format.
1.7.	The system must dynamically allocate resources as necessary to ensure that performance stays within an agreed range.
1.8.	The system must receive the appropriate updates to add new functionality and to resolve software issues that might be found.
1.9.	The system provided must come with a set of “Out of the Box” definitions and configurations so that the libraries of the Contracting Authorities need only make minimal changes to the standard settings.
1.10.	The system must integrate with CAS non-proprietary identity management system used by the Contracting Authority for end-user authentication.
1.11.	Library staff accessing the system must be provided with the sufficient authorisations to perform their work, based on a predefined role or a group of individual functions.
<b>2. Interoperability</b>	
2.1.	The system shall provide Application Program Interfaces (APIs) and/or other interfaces that allow extending the system beyond its standard functionality and integrating it with other environments (e.g. accounting system).
<b>3. Data Migration</b>	

3.1.	<p>The service provider must migrate the following data sets from the current EU Libraries systems and OpenURL Link Resolver:</p> <ul style="list-style-type: none"> <li>• Bibliographic records</li> <li>• Holding records</li> <li>• Item records</li> <li>• Authority records</li> <li>• Patron records</li> <li>• Active loans</li> <li>• Active holds</li> <li>• Open orders</li> <li>• Purchase orders (open, closed, pending and cancelled orders)</li> <li>• Electronic collection holdings</li> <li>• Serial subscriptions and holdings</li> <li>• Financial data</li> </ul>
3.2.	The service provider must prepare data for migration.
3.3.	Data must be migrated without loss or corruption of data.
<b>4. Implementation Project</b>	
4.1.	On-site training must be provided for all functionality requested by the EU Libraries and offered as part of the proposal.
4.2.	Data from the libraries current LMS and OpenURL Link Resolver systems must be converted and migrated to the new system following the specifications in Annex 8.
<b>5. Maintenance and Support Services</b>	
5.1.	A maintenance and support service must be included with the annual subscription to the system.
5.2.	The maintenance and support service must be available at least from 08:00 – 18:00 CET/CEST Monday to Friday.
5.3.	The maintenance and support service must be accessible, at least, via a self-service platform or telephone.
<b>6. General and Administration</b>	
6.1.	The system must be based on international standards for libraries.
6.2.	<p>The system must have the capacity to manage all types of library material:</p> <ul style="list-style-type: none"> <li>– Books</li> <li>– Serials</li> <li>– Electronic resources</li> <li>– Digital materials</li> <li>– Special collections</li> </ul>

	<ul style="list-style-type: none"> <li>– Short loan items</li> <li>– Off-prints</li> <li>– Archive collections</li> <li>– Basement store (and/or depository)</li> <li>– DVD, CDs or other sound recordings and other multi-media formats</li> </ul>
6.3.	The system must provide granular access control rights for staff accounts and be able to facilitate multiple profiles accessing different combinations of functional modules.
6.4.	The system must be available in the following independent environments: test and production.
6.5.	User interface shall be easily customizable to the extent that they can be branded with the EU Library's identity. This includes control of style, images and graphical elements.
6.6.	The system shall support multilingualism.
6.7.	The system must provide full support for AACR2, RDA and MARC21 (for bibliographic, authority and holding records) format.
6.8.	All data in the system must be encoded using the Unicode standard. This applies to data originally created in the system or imported from any other source, regardless of the original encoding of the incoming data.
6.9.	The system must provide with functionality to configure and administer the parameters and policies that govern the functioning of all its components.
<b>7. Acquisitions</b>	
7.1.	The system must provide functionality to manage the complete acquisitions process of both print and electronic materials, covering firm, standing and subscription orders.
7.2.	The system must permit the acquisition of print, electronic material and digital assets.
7.3.	The system must support the following purchasing workflows: <ul style="list-style-type: none"> <li>– Print approval</li> <li>– Print firm order</li> <li>– Electronic firm order (package or single-title)</li> <li>– Print continuation</li> <li>– Electronic subscription (package or single-title)</li> <li>– User (Patron/Demand) driven acquisitions (PDA/DDA)</li> <li>– Annual renewals of subscription and standing orders</li> </ul>
7.4.	All acquisition functions shall be fully integrated.
7.5.	The system must provide functionality to manage library vendors.
7.6.	The system must provide functionality to manage libraries invoices.
7.7.	The system must support, at least, the exchange of invoice and payment data with

	external financial systems including external fund information.
7.8.	The system must support all EDI formats and messages used in the library supply chain.
7.9.	An order which passes criteria must be able to distinguish between several identifiable vendors (or library specific determined choices).
7.10.	The system must support links from a purchase order to other related information such as invoice, vendor, holdings and linked descriptive record.
7.11.	The system must support the ability to evaluate existing electronic resource subscriptions and make a decision to renew or cancel based on expiry of license, package or resource.
7.12.	The system must allow print items to be receipted either on the basis of approved purchase orders or at the time of receipt of invoices.
7.13.	The system must allow for the receipt of the following item types: <ul style="list-style-type: none"> <li>• Single-title monographs</li> <li>• Serial monographs</li> <li>• Issues of serials</li> <li>• DVD's, CD's and other media</li> <li>• Option for other material types in the MARC008</li> </ul>
7.14.	The system must be able to automatically create new item records when an item is received or at the time of ordering if required.
7.15.	Missing order claims must be supported.
7.16.	The system must provide the ability to maintain multiple, library-specific accounts for a single vendor.
7.17.	In the vendor records, the system must provide for library-defined fields for additional vendor references (such as identifiers linking to the institution financial system).
7.18.	The system must provide the ability to maintain multiple physical and email addresses for a single vendor, with the potential to tie these addresses to individual accounts.
7.19.	The system must offer the ability to maintain discount and delivery information in the vendor record.
7.20.	The system must support a hierarchical budget structure that provides the ability to group and report on funds.
7.21.	For each budget, the system must provide links to invoices committed against that fund.
7.22.	The system must provide storage capacity to archive (and query) fund data (down to item level) for up to 5 years (or library defined time parameters).
7.23.	The system must support the ability to automatically create a system invoice from a purchase order.
7.24.	The format and content of acquisitions notices must be fully library-definable.

7.25.	The system must support the import of order/bibliographic data from vendors.
7.26.	The system must support the use of two simultaneous "active" annual budgets: current year for placing orders and reception of ordered materials and previous year for reception of material ordered in that year. Accounting rules of the institutions do not permit roll-over of funds from one year's budget to the next.
7.27.	Invoices and purchase orders encumbered against a fund/sub-fund must have links in order to be connected to the information in the accounting system.
7.28.	It must be possible to track data and metrics for the subscription process, period, cost, payment (including pro rata payments), renewal, and cancellation information.
7.29.	The system must support different currencies for the processing of purchase orders, invoices and payments. Exchange rates in the system must be customisable by the libraries of the Contracting Authorities or, alternatively, automatically set to comply with the provisions stated in the InforEuro website: <a href="http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/inforeuro_en.cfm">http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/inforeuro_en.cfm</a>
<b>8. Cataloguing and Metadata Management</b>	
8.1.	The system must support editing of records using an editor, to include any element, field, subfield, or fixed field value as appropriate for the format.
8.2.	The system must provide a set of metadata management services that allow library staff to easily and quickly define a set of records and perform actions on these records.
8.3.	The system must support validation of appropriate use of elements, fields, subfields, and values, including validation of controlled vocabularies for fields.
8.4.	Non-Roman characters, at least Cyrillic and Greek, must be supported.
8.5.	The system must allow for the input of URLs, and other URIs in records for electronic location and access information.
8.6.	The system must notify the cataloguer when a record being edited or saved matches an existing record in the catalogue.
8.7.	The system must support the creation and storing of record templates for use in creating and editing records, including specifying default elements, fields, subfields, and values stored in these templates.
8.8.	The system must support the ability to perform changes in bulk against a set of records, including the ability to alter elements, fields, subfields, or fixed field values.
8.9.	The system must support multilingual authority control (authorities existing in multiple language versions).
8.10.	The system must allow to create or to load local authority files and records for subjects (including genre terms) and names.
8.11.	The system must support authorisation of bibliographic headings against local or global headings in authority records.

8.12.	When a heading changes in a local or global authority record, the system must automatically make the change in bibliographic records that are authorised against that heading without staff intervention.
8.13.	The system must allow for the import of records, singly or in bulk, and for defining and applying a set of validation and normalisation routines before the load.
8.14.	The system must allow for the export of individual, groups of records, or an entire catalogue to a predefined target with no additional fees. The records to be exported may be based on a selected set (either via search or a manual retrieval), or records that have changed since the last export to that target.
8.15.	The system must allow for the enhancement of exported records according to library-defined bulk record change rules, including the ability to enhance bibliographic records with holdings information.
8.16.	The system must allow for exports in a range of internationally recognised formats including, at least, MARC, XML.
8.17.	The system must allow for the creation of holdings and item records for physical resources.
8.18.	The system must support multiple holdings, locations, and sub-locations/collections for a single title.
8.19.	The system must provide adequate support for classification and shelfmark notations in alphanumeric systems.
<b>9. Circulation and Fulfilment</b>	
9.1.	The system must provide a patron database that can be populated with manually created records and with records imported from external databases.
9.2.	The system must provide enough granularities in the configuration of circulation policies and parameters to allow for as many possible scenarios in managing loans and holds.
9.3.	The system must allow the libraries to communicate with its patrons as a result of the activities managed as part of their relation with the system (loans, holds, fines, etc.).
9.4.	The system must manage variable circulation policies for the libraries.
9.5.	It must be possible for an end-user (from the public RDS interface) to display and manage his individual holds/requests.
9.6.	The system must register and manage transaction data details such as the links between physical material and borrowers.
9.7.	It must be possible to create a variety of end-user profiles and set parameters for each type of end-user, including those who have restricted rights (retired, walk-in users, affiliated libraries, etc.).
9.8.	It must be possible to update end-user information.

9.9.	The system must provide a calendar, maintained by the libraries, to specify the days of the week or the specific dates of the year in which the libraries are closed. This calendar must be automatically taken into account during circulation activity.
<b>10. Serials Control</b>	
10.1.	The system must manage all possible serial publication models, from very regular to extremely irregular ones, allowing for any possible exceptions.
10.2.	The system must create prediction, claim and cancellation records for specific serial issues according to the publication patterns and cycles established for the serial title.
10.3.	The system must support ongoing control of serial issues, tailored appropriately for print or electronic formats, with regard to: <ul style="list-style-type: none"> <li>– Check-in</li> <li>– Claiming</li> <li>– Invoicing</li> </ul>
10.4.	The system must allow access to serial records by the following: <ul style="list-style-type: none"> <li>– Title</li> <li>– ISSN</li> <li>– Issue barcode</li> <li>– Order number</li> </ul>
10.5.	It must be possible to access directly the following information attached to a serial title: <ul style="list-style-type: none"> <li>– Order details</li> <li>– Receipt details</li> <li>– Claims details</li> <li>– Invoice details</li> <li>– Bibliographic details</li> </ul>
10.6.	Check-in of serial issues must automatically update holdings statements.
10.7.	Creation of free-text notes at title, order and issue level must be allowed.
10.8.	Invoicing and payments functionality must provide alerts when no issues have been received.
<b>11. Electronic Resource Management (ERM)</b>	
11.1.	The system must provide functionality to manage all stages of the lifecycle of an electronic resource: selection, trial, acquisition, licencing, activation, maintenance, evaluation, renewal, cancellation.
11.2.	The system must provide workflow management across the e-resource life cycle, including: <ul style="list-style-type: none"> <li>– Resource tracking</li> <li>– Reminders</li> <li>– Status assignments</li> <li>– Redistribution of workflow between library staff and users</li> </ul>

	– Communications and notifications to users
11.3.	The system must provide a knowledge base with e-Journal and e-Book packages, titles and services, maintained by the service provider, where EU Library holdings can be identified and activated for creating the library's collection of electronic resources.
11.4.	All the records involved in the management of a specific electronic resource (including order, collection/database, licence, title) must be linked and refer to each other.
11.5.	The system must proxy links to electronic resources using the proxy service in use by the libraries (see Annex 8: Metrics and infrastructure in the EU Libraries).
11.6.	The system must be able to manage licenses and amendments, including attaching digital versions and recording annotations.
11.7.	The system must provide administration of access rights for electronic materials.
11.8.	The system must provide administrative information, such as usernames and passwords for different suppliers.
11.9.	The system must ensure statistics management.
11.10.	Activation of approved purchases for electronic packages and titles.
<b>12. Resource Discovery and Interfaces</b>	
12.1.	The system as part of the New Generation LMS must be delivered with a Resource Discovery Service (RDS).
12.2.	The RDS must be customisable by the libraries to accommodate institutional branding and styling.
12.3.	An administration tool must enable to configure the behaviour and functionality of the RDS.
12.4.	The RDS must be supplied with a unified index for local or remote content.
12.5.	The RDS must provide a discovery interface, offering end users authenticated or guest access to the libraries catalogue and holdings, print and electronic.
12.6.	The system must offer intuitive and easy to use search methods; both basic and advanced searching must be supported.
12.7.	Advanced search must allow for the option of searching multiple fields simultaneously for words or phrases.
12.8.	It must be possible to filter large result sets – e.g. <i>by facets</i> .
12.9.	It must be possible to search across all types – bibliographic physical, digital, electronic in one search query.

12.10.	The system must offer virtual shelf browsing functionality for search results.
12.11.	The discovery interface must be adapted to display properly in all types of devices, resolutions and environments, either by using a responsive version or by using different versions of the interface.
12.12.	The discovery solution for the end user must be delivered via a cross-browser compatible web interface.
<b>13. Link Resolution</b>	
13.1.	The system must provide an OpenURL link resolver as part of its functionality.
13.2.	The link resolver must use the data contained in the Knowledge Base to build the appropriate links to the correct resources requested by end users.
<b>14. Document Delivery and Inter Library Loan (ILL)</b>	
14.1.	The system must provide functionality to manage all the processes and statuses (at least, new, pending, claimed, cancelled, received and fulfilled) related to ILL, with the library acting both as a lender and as a borrower, for any type of material.
14.2.	All ILL functionality must be fully integrated with the rest of the components of the system, especially with circulation (including its configuration), acquisitions, discovery interface and OpenURL link resolver components.
14.3.	The system must be compliant with the two ISO standards 10160 and 10161.
<b>15. Management Information: Reporting and Analytics</b>	
15.1.	The system must provide both operational and usage reporting as well as analytics and Business Intelligence (BI) capabilities on all aspects of system use - at both a library level, at a material level.
15.2.	The reporting and BI system must be able to provide business intelligence capabilities and the analysis of different data gathered by the system to serve as a support for decision making process.
15.3.	The reporting system must support the customization of reports by library staff.
15.4.	The reporting solution must be able to provide usage statistics reports and comply with industry usage reporting standards such as SUSHI, COUNTER.
15.5.	The solution must support flexible reporting with a range of standard expenditure reports.
15.6.	The solution must support role-based report generation and view such that user will only be able to view reports and data according to his/her role.

15.7.	The solution must include a dashboard in which it is possible to monitor performance, tasks and detect trends. It is also required that the dashboard will be based on roles, allow customization and support the embedding of widgets.
15.8.	The BI & Analytics tool must be able to analyse history data and provide predictive analysis (such as usage, expenditure).
15.9.	The reporting application must allow for the automatic scheduling of reports at defined intervals.

### **3.5.6. Exit strategy, Portability, Compatibility, Data ownership**

All the configurations and data created or loaded in the system by the libraries of the Contracting Authorities remain property of these libraries. Therefore, the system must provide a mechanism to extract those configurations and data in a meaningful, non-proprietary and exchangeable format. Ideally, the system should provide tools that allow the Contracting Authority to do this independently. In the absence of those tools, the service provider must extract all data and configurations and transfer them to each Library at least at the end of the contract or upon its termination. Provide details about those tools or mechanism and the available export formats, with special emphasis on MARC data.

## **4. CONTRACT MANAGEMENT**

### **4.1. Framework contract**

The European Commission will offer a framework contract to the selected service provider/consortium, who will undertake to carry out the specific activities referred to in these tender specifications. The European Commission will conclude a framework service contract with one selected tenderer, setting out the general contractual terms (e.g. legal, financial, technical, administrative).

The model Framework Contract applicable is provided in Annex 5 to the Specifications. Tenderers must declare their acceptance of it and must take it into account when drawing up their tender.

Tenderers' attention is drawn to the fact that the framework contract does not constitute placement of an order but is merely designed to set the legal, financial, technical and administrative terms governing relations between the contracting parties during the validity of the contract.

The signature of the framework contract does not commit the Contracting Authority to placing orders and does not give the Contractor any exclusive rights to the services covered by the Framework Contract. In any case, the Contracting Authority reserves the right, at any time during the framework contract, to cease placing orders without the Contractor thereby having the right to any compensation.

### **4.2. Specific contract**

When an EU Institution wishes to contract services under the Framework Contract, it will send to the Contractor a request for services by e-mail (Annex 5 ter). The request

will set out the terms of reference for the task, the deliverables to be provided, the maximum price or estimated man day including all expenses and the performance deadlines.

Within 3 working days, the Contractor shall acknowledge receipt of the request for services by e-mail, and confirm their availability to carry out the services required. The Contractor has the obligation to respond to each request sent to him. If the Contractor is not in a position to make an offer, a justification must be provided by the deadline for submission of the offer at the latest.

Within 14 working days after the date of sending the request for services, the Contractor will submit to the Contracting Authority a written offer by e-mail for the execution of the tasks required, including an outline of the methodologies proposed, a work programme, the list of experts and the total price for the service. This period might be reduced to 7 days of potential urgent needs; in this case the request for services will clearly mention it. This price must present all reimbursable expenses, as well as a clear breakdown of person/days per category of experts and per work package/task. It must be based on the prices established in the Framework Contract.

The EU Institution services concerned will evaluate the offer received as well as the list of experts who will act as consultants. After approval, the EU Institution will send the specific contract to the Contractor (Annex 5 ter). Once accepted by the Contractor the specific contract will be processed and signed by both parties.

For each request for services, a specific contract will be drawn up by joint agreement between the EU Institution and the contractor. Specific contracts must stipulate the tasks to be performed by the contractor, the timetable, the estimated budget, the human resources allocated, the list of experts and, if necessary, the reports to be presented.

The maximum total value of the specific contracts which may be placed during the maximum duration of 10 years of the framework contract(s) is EUR 6 000 000.

## **5. EVALUATION AND AWARD**

The evaluation is based solely on the information provided in the submitted tender. It involves the following:

1. Verification of compliance with the minimum requirements set out in these tender specifications.
2. Evaluation of tenders on the basis of the award criteria.
3. Verification of non-exclusion on the basis of the exclusion criteria of tenderers whose tenders have been ranked first and second in relation to the assessment of the award criteria and to the ranking formula.
4. Selection on the basis of selection criteria of tenderers whose tenders have been ranked first and second in relation to the assessment of the award criteria and to the ranking formula.

The contracting authority may reject abnormally low tenders, in particular if it established that the tenderer or a subcontractor does not comply with applicable obligations in the fields of environmental, social and labour law.

The tenders will be assessed in the order indicated above. Only tenders meeting the requirements of one step will pass on to the next step.

### **5.1. Award criteria**

The quality of the tender will be assessed based on the following technical evaluation criteria. See questionnaire in Annex 6.

The maximum total quality score is 10 000 points. Tenders must score minimum 50% for each criterion and minimum 60% in total. Tenders that do not reach the minimum quality levels will be rejected and will not be ranked.

- ACQ – Acquisitions: 1 250 points
- CAT – Cataloguing: 1 250 points
- CIR – Circulation: 1 300 points
- SER – Serials Control: 1 200 points
- ERM – Electronic Resource Management: 600 points
- CKB – Central Knowledge Base: 600 points
- RDI – Resource Discovery and Interfaces: 1 200 points
- LKR – Link Resolution: 200 points
- ILL – Document Supply and ILL: 200 points
- MIR – Reporting and Analytics: 400 points
- GAD – General and Administration: 700 points
- IMP – Implementation: 500 points
- TRA – Training and Documentation: 100 points
- DMI – Data Migration: 500 points

## **5.2. Financial evaluation**

The financial evaluation will be made on the basis of the responses to the relevant forms in Annex 4.

A "reference scenario" is described in this annex. For this scenario, tenderers are invited to provide detailed pricing for all core or supplementary services used to build the offer and the unitary costs of these services along the pricing model used.

## **5.3. Ranking of tenders**

The contract will be awarded to the most economically advantageous tender, i.e. the tender offering the best price-quality ratio determined in accordance with the formula below. A weight of 70/30 is given to quality and price. (Before applying the formula, the quality score will be reduced to a total out of 100 points).

score for tender X	=	$\frac{\text{cheapest price}}{\text{price of tender X}}$	*	100	*	0,30	+	total quality score (out of 100) for all award criteria of tender X	*	0,70
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**The tender ranked first after applying the formula will be awarded the contract.**

## **5.4. Verification of non-exclusion**

All tenderers must provide a declaration on honour (see Annex 2, signed and dated by an authorised representative, stating that they are not in one of the situations of exclusion listed in that declaration on honour.

In case of joint tender, each member of the group must provide a declaration on honour signed by an authorised representative.

In case of subcontracting, subcontractors whose share of the contract is above 10% must provide a declaration on honour signed by an authorised representative.

The Contracting Authority reserves the right to verify whether the successful tenderer is in one of the situations of exclusion by requiring the supporting documents listed in the declaration of honour.

The successful tenderer must provide the documents mentioned as supporting evidence in the declaration on honour before signature of the contract and within the standstill period.

The standstill period is a period of 10 days during which the contract cannot be signed by the contracting authority. This period counts from the day after simultaneous dispatch of the notification by electronic means to all tenderers whose tenders have been considered regular at the opening phase (Art. 161 RAP).

If, due to technical reasons, the dispatch is made when using other means, the standstill period is 15 days (Article 171 RAP). If the requested evidence is not submitted in due time, the Contracting Authority can award the contract to the tenderer evaluated as the next-best.

This requirement applies to each member of the group in case of joint tender and to identify subcontractors whose share of the contract is above 10%.

The obligation to submit supporting evidence does not apply to international organisations.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year before the date of their request by the contracting authority and are still valid at that date. In such cases, the tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that that there has been no change in its situation.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit a specific document if the contracting authority can access the document in question on a national database free of charge.

## **5.5. Selection criteria**

Tenderers must prove their legal, regulatory, economic, financial, technical and professional capacity to carry out the work subject to this procurement procedure.

The tenderer may rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. It must in that case prove to the Contracting Authority that it will have at its disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at its disposal.

The tender must include the proportion of the contract that the tenderer intends to subcontract.

The tenderer (and each member of the group in case of joint tender) must declare whether it is a Small or Medium Size Enterprise in accordance with [Commission Recommendation 2003/361/EC](#). This information is used for statistical purposes only.

### **5.5.1. Declaration and evidence**

The tenderers (and each member of the group in case of joint tender) and subcontractors whose capacity is necessary to fulfil the selection criteria must provide the declaration on honour (see Annex 2), signed and dated by an authorised representative, stating that they fulfil the selection criteria applicable to them. In case of joint tender or subcontracting, the criteria applicable to the tenderer as a whole will be verified by combining the various declarations for a consolidated assessment.

This declaration is part of the declaration used for exclusion criteria (see section 4.3) so only one declaration covering both aspects should be provided by each concerned entity.

The Contracting Authority will evaluate selection criteria on the basis of the declarations on honour. Nevertheless, it reserves the right to require evidence of the legal and regulatory, financial and economic and technical and professional capacity of the tenderers at any time during the procurement procedure and contract performance. In such case the tenderer must provide the requested evidence without delay.

After contract award, the successful tenderer will be required to provide the evidence mentioned below before signature of the contract and within a deadline given by the contracting authority. This requirement applies to each member of the group in case of

joint tender and to subcontractors whose capacity is necessary to fulfil the selection criteria.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year before the date of their request by the contracting authority and are still valid at that date. In such cases, the tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that there has been no change in its situation.

A tenderer (or a member of the group in case of joint tender, or a subcontractor) is not required to submit a specific document if the contracting authority can access the document in question on a national database free of charge.

### **5.5.2. Legal and regulatory capacity**

Tenderers must prove that they are allowed to pursue the professional activity necessary to carry out the work subject to this call for tenders. The tenderer (including each member of the group in case of joint tender) must provide the following information if it has not been provided with the Legal Entity Form:

- For legal persons, a legible copy of the notice of appointment of the persons authorised to represent the tenderer in dealings with third parties and in legal proceedings, or a copy of the publication of such appointment if the legislation applicable to the legal person requires such publication. Any delegation of this authorisation to another representative not indicated in the official appointment must be evidenced.
- For natural persons, if required under applicable law, a proof of registration on a professional or trade register or any other official document showing the registration number.

### **5.5.3. Economic and financial capacity criteria**

In order to prove their economic and financial capacity (in case of joint tender, the combined capacity of all members of the consortium and identified subcontractors), tenderers must comply with the following criteria:

- Annual turnover of the last two financial years above EUR 2 000 000.
- Satisfactory results following the analysis of the financial capacity which will be performed by the Contracting Authority based on the methodology attached in Annex 3a.

The following evidence should be provided:

- the declaration on the honour in Annex 2.
- the economic and financial capacity analysis form showing the financial data of the economic operator, completed and signed by the operator (see Annex 3, 'Economic & financial capacity form');

- for economic operators required under national law to keep a complete set of accounts: the annual accounts (balance sheet, income statement and annexes) for the last two years for which accounts have been closed;
- for economic operators required under national law to keep a simplified set of accounts: the statement of expenditure and revenue and the annex showing assets and liabilities for the last two financial years for which accounts have been closed;
- in all cases, a statement of overall turnover and turnover specifically related to the supplies or services covered by the contract for the last two financial years for which accounts have been closed.

If, for some exceptional reason which the Contracting Authority considers justified, a tenderer is unable to provide one or other of the above documents, it may prove its economic and financial capacity by any other document which the Contracting Authority considers appropriate. In any case, the Contracting Authority must at least be notified of the exceptional reason and its justification. The Commission reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

#### **5.5.4. Technical and professional capacity criteria and evidence**

##### **A. Criteria relating to tenderers**

Tenderers (in case of a joint tender the combined capacity of all members of the group and identified subcontractors) must comply with the criteria listed below.

The project references indicated below consist in a list of relevant services provided in the past three years, with the sums, dates and clients, public or private, accompanied by statements issued by the clients.

Criterion A1: The tenderer must prove experience in the field of Library Management System as well as in SaaS-based (Software as a Service) platforms.

Evidence A1: The tenderer must provide references for 10 projects delivered in these fields in the last three years with a minimum value for each project of EUR 30 000.

Criterion A2: The tenderer must prove capacity to work in English and French.

Evidence A2: The tenderer must provide references for 10 projects delivered in the last three years showing the necessary language coverage.

Criterion A3: The tenderer must prove its capacity to work in the EU countries.

Evidence A3: The tenderer must provide references for 5 projects delivered in the last three years. The combination of projects must cover at least 5 different EU countries.

##### **B. Criteria relating to the team delivering the service:**

The team delivering the service should include, as a minimum, the following profiles.

Evidence will consist in CVs of the team responsible to deliver the service. Each CV should indicate the intended function in the delivery of the service.

B1 - Project Manager: At least 5 years' experience in project management, including overseeing project delivery, quality control of delivered service, client orientation and conflict resolution experience in project of a similar size (at least EUR 30 000) and coverage (EU countries covered), with experience in management of team of at least 10 people.

Evidence: CV

B2 - Language quality check: At least one third of the team members should have at least C1 level in the Common European Framework for Reference for Languages<sup>3</sup> in English and / or French.

Evidence: A language certificate or past relevant experience.

B3 – Security Manager: Relevant higher education degree or equivalent professional experience and at least 5 years' professional experience in the field.

Evidence: CV

B4 – Quality Manager: Relevant higher education degree or equivalent professional experience and at least 5 years' professional experience in the field.

Evidence: CV

B5 – System Administrator: Relevant higher education degree or equivalent professional experience and at least 5 years' professional experience in the field.

Evidence: CV

B6 – Database Administrator: Relevant higher education degree or equivalent professional experience and at least 5 years' professional experience in the field.

Evidence: CV

B7 – Network Administrator: Relevant higher education degree or equivalent professional experience and at least 5 years' professional experience in the field.

Evidence: CV

B8 – Webmaster: Relevant higher education degree or equivalent professional experience and at least 5 years' professional experience in the field.

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<sup>3</sup> See [http://www.coe.int/t/dg4/linguistic/Cadre1\\_en.asp](http://www.coe.int/t/dg4/linguistic/Cadre1_en.asp)

Evidence: CV

## **6. ANNEXES**

The following documents are annexed to these Tender Specifications and form an integral part of them:

- Annex 1 : Information on the tenderer
- Annex 2 : Declaration on Honour
- Annex 3a : Methodology on the evaluation of the financial capacity
- Annex 3b : Economic & Financial Capacity Form
- Annex 4 : Price
- Annex 5 : Draft Framework Contract
- Annex 6 : Questionnaire – Award criteria
- Annex 7 : Security Framework
- Annex 8 : Metrics and infrastructure in the EU Libraries