

## ANNEX I.1

### REFERENCE TABLE

(this reference table must be completed and attached to the offer)

#### Invitation to tender no. ACER/OP/ADMIN/14/2012

<b>Exclusion criteria - means of proof required</b> (see point 17 of tender specifications)	<i>Document reference</i>
A signed and dated declaration of honour with respect to the exclusion criteria and absence of conflict of interest.	<i>Document No ..... Page ..... of the tender</i>

  

<b>Selection criteria - means of proof required</b> (see point 18 of tender specifications)	<i>Document reference</i>
<b>A. Professional capacity</b>	<i>Document reference</i>
Identification form	<i>Document No ..... Page ..... of the tender</i>
Financial identification sheet	<i>Document No ..... Page ..... of the tender</i>
Certificate of enrolment on the professional or trade register in accordance with the legislation of the Member State in which the tenderer is established.	<i>Document No ..... Page ..... of the tender</i>
Legal entity form	<i>Document No ..... Page ..... of the tender</i>
<b>A. Professional capacity - for legal persons only</b>	<i>Document reference</i>
Legal form	<i>Document No ..... Page ..... of the tender</i>
Copy of the Company's Articles of Association	<i>Document No ..... Page ..... of the tender</i>
Names and duties of managerial staff	<i>Document No ..... Page ..... of the tender</i>
<b>B. Financial and economic capacity</b>	<i>Document reference</i>
Appropriate statements from banks or evidence of professional risk indemnity insurance.	<i>Document No ..... Page ..... of the tender</i>

Balance sheets or extracts from balance sheets for at least the last two years for which accounts have been closed, where publication of the balance sheet is required under the company law of the country in which the economic operator is established.	<i>Document No .....</i> <i>Page ..... of the tender</i>
A statement of overall turnover concerning the services covered by the contract during the last three financial years.	<i>Document No .....</i> <i>Page ..... of the tender</i>

<b>C. Technical and professional capacity</b>	<b>Document reference</b>
A statement of the average annual manpower and the number of managerial staff over the last three years.	<i>Document No .....</i> <i>Page ..... of the tender</i>
Details of staff turnover during the last financial year and the total staff turnover and percentage of staff that have worked within the relevant business area over the last three years.	<i>Document No .....</i> <i>Page ..... of the tender</i>
A detailed description of the infrastructure and resources available for the performance of the work required (equipment, premises, computer hardware and software, etc.).	<i>Document No .....</i> <i>Page ..... of the tender</i>
Evidence of the certifications held in the field of information security management, service management, quality management, environmental management and other relevant certifications for providing hosting services.	<i>Document No .....</i> <i>Page ..... of the tender</i>
Experience of the tenderer in the business domain, including the number of years of activity in the domain and the staff involved.	<i>Document No .....</i> <i>Page ..... of the tender</i>
An outline of the range of business activities and services provided by the tenderer during the last three years which are relevant to this tender.	<i>Document No .....</i> <i>Page ..... of the tender</i>
Provision of evidence that the tenderer has in the recent past provided resources of the type as requested in this tender and for a total invoiced amount of at least EUR 200,000.00 in 2010 and 2011, including all information requested.	<i>Document No .....</i> <i>Page ..... of the tender</i>
A statement of the Tenderer's policy on the use of subcontractors and description of the means of ensuring quality when subcontractors are used.	<i>Document No .....</i> <i>Page ..... of the tender</i>
A detailed description of the human resources available for the performance of the work required, including subcontractors. The tenderer shall include Curricula Vitae (CVs) showing clearly their qualifications and professional experience within the relevant business area. The Tenderer shall provide two CVs for each profile described in Annex I.A (see detailed specifications of the profiles required).	<i>Document No .....</i> <i>Page ..... of the tender</i>

<u>Tenders including subcontracting:</u> <ul style="list-style-type: none"> <li>– A document stating clearly the identity, roles, activities and responsibilities of the subcontractor(s) and specifying the volume/proportion of the tasks of (each of) the subcontractor(s), as well as the description of the quality control measures he intends to apply on the tasks to be carried out by (each of) the subcontractor(s);</li> <li>– A letter of intent by (each of) the subcontractor(s) stating its unambiguous undertaking to collaborate with the tenderer if he wins the contract and the extent of the resources that it will put at the tenderer's disposal for the performance of the contract;</li> <li>– In the absence of this, a document stating that the tenderer does not intend to subcontract and that he/she will inform the Agency about any change in this situation.</li> </ul>	Document No ..... Page ..... of the tender
<u>Tenders submitted by a consortium or grouping of service providers:</u> <ul style="list-style-type: none"> <li>– A document stating clearly the composition and constitution of the grouping or similar entity (company/temporary association/...), or the legal form their cooperation will take, should they be awarded the contract;</li> <li>– A letter signed by each member stating its commitment to execute the services in the tender clearly indicating its role, qualifications and experience;</li> <li>– A document signed by all members specifying the lead of the consortium or grouping of service providers and authorising the appointed lead of the consortium or grouping of service providers to submit the offer.</li> </ul>	Document No ..... Page ..... of the tender

<b>Technical tender - means of proof required</b> (see point 16 of tender specifications)	Document reference
Detailed description of the tenderer's facilities, the redundant technologies and the operational procedures applied, the relevant certifications, their hosting/collocation offering in terms of services and requirements (e.g.: constraints in connecting to the Internet service providers, required equipment, etc.), including:	Document No ..... Page ..... of the tender
- Power distribution scheme	Document No ..... Page ..... of the tender
- Air conditioning scheme	Document No ..... Page ..... of the tender
- Fire protection measures	Document No ..... Page ..... of the tender
- Physical security (policies, access, options for a cage to segregate a customer's environment, if available)	Document No ..... Page ..... of the tender

- Network connectivity scheme, depicting how the facility interconnects with the main national and European telecommunications operators and providers (redundancy of operators, variety of bandwidth options, guaranteed availability and performance,...), including the SLAs in place with the telecommunications provider(s) to guarantee connection uptime	<i>Document No .....</i> <i>Page ..... of the tender</i>
- Technology options and characteristics for connecting the hosting centre with the client's premises, including variety of bandwidth options, guaranteed availability and performance as well as time needed for establishing the connections;	<i>Document No .....</i> <i>Page ..... of the tender</i>
- Description of the networking infrastructure and the relevant equipment used for providing the hosting services including performance, age of equipment, compatibility with the relevant standards and security of networking equipment (firewalls, routers, switches, load balancers, proxies, etc.), variety of options, scalability and flexibility of the equipment, internal network security protection measures and policies;	<i>Document No .....</i> <i>Page ..... of the tender</i>
- Fault tolerance of the tenderer's facility;	<i>Document No .....</i> <i>Page ..... of the tender</i>
- IT capacity (physical-virtual servers and storage): variety of options, scalability and flexibility of the equipment, performance;	<i>Document No .....</i> <i>Page ..... of the tender</i>
- Test plan and procedures to check resilience of the data centre;	<i>Document No .....</i> <i>Page ..... of the tender</i>
- Procedures for 24x7 operations management;	<i>Document No .....</i> <i>Page ..... of the tender</i>
- Data security (policies, rules, implementations, data vulnerability and penetration tests, etc.);	<i>Document No .....</i> <i>Page ..... of the tender</i>
- Description of the available support, service desk, maintenance and client reporting services with all the relevant options;	<i>Document No .....</i> <i>Page ..... of the tender</i>
- A description of the different levels of SLAs and different key performance indicators (KPIs) offered and which relate to the services offered;	<i>Document No .....</i> <i>Page ..... of the tender</i>
- A description of a full portfolio of services that fall within the scope of this invitation to tender;	<i>Document No .....</i> <i>Page ..... of the tender</i>
- A draft plan for implementing and hosting a business continuity/disaster recovery solution for the current Agency's IT infrastructure as described in Annex I.A of these tender specifications (at least a definition and a description of the needed actions, resources allocation, responsibilities, deliverables and project implementation time).	<i>Document No .....</i> <i>Page ..... of the tender</i>