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| TENDER DOCUMENTATION FOR SINGLE TENDER PROCEDURE |

**PART B: DOCUMENTS TO BE COMPLETED BY TENDERER – TECHNICAL OFFER**

This document contains the following parts:

* Tender submission form
* Tenderer's declaration
* Technical offer

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| TENDER SUBMISSION FORM |

**1 SUBMITTED by (i.e. the identity of the Tenderer)**

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| --- | --- | --- |
|  | **Name(s) of legal entity or entities making this application** | **Nationality** |
| **Leader** |  |  |

**2 CONTACT PERSON (for this tender)**

|  |  |
| --- | --- |
| **Name** |  |
| **Organisation** |  |
| **Address** |  |
| **Telephone** |  |
| **Fax** |  |
| **e-mail** |  |

**3 STATEMENT**

I, the undersigned, being the authorised signatory of the above tenderer, hereby declare that we have examined and accept without reserve or restriction the entire contents of the tender dossier for the tender procedure referred to above. We offer to provide the services requested in the tender dossier on the basis of the following documents, which comprise our Technical offer, and our Financial offer:

* Technical offer as per standard format provided in the tender dossier (Part B)
* Financial offer as per standard format provided in the tender dossier (Part C)

Signed on behalf of the Tenderer

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| --- | --- |
| **Name** |  |
| **Signature** |  |
| **Date** |  |

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| TENDER'S DECLARATION |

FORMAT FOR THE DECLARATION REFERRED TO IN POINT 7

OF THE TENDER SUBMISSION FORM

To be submitted on the headed notepaper of the legal entity concerned

<Date>

<Name and address of the contracting authority — see points 8 of the instructions to tenderers >

Your ref: < reference >

TENDERER’S DECLARATION

Dear Sir/Madam

In response to your letter of invitation for the above contract we, < name(s) of legal entity or entities>, hereby declare that we:

• are submitting this tender [ on an individual basis ]\* [ as member of the consortium led by < name of the leader> [ourselves ]]\* for this contract. We confirm that we are not participating in any other tender for the same contract in any form (as a member, leader, in a consortium or as an individual candidate);

• agree to abide by the ethics clauses in Section 13 of the instructions to tenderers, have not been involved in the preparation of the project which is the subject of this tender procedure unless it is proved that the involvement in previous stages of the project does not constitute unfair competition, and have no professional conflicting interests and/or any relation with other tenderers or other parties in the tender procedure or behaviour which may distort competition at the time of submission of this tender according to Section 2.5.4. of the practical guide;

• [have attached a current list of the enterprises in the same group or network as ourselves ] [are not part of a group or network ]\* and have only included data in the tender form concerning the resources and experience of [our legal entity] [our legal entity and the entities for which we attach a written undertaking]\*;

• will inform the contracting authority immediately if there is any change in the above circumstances at any stage during the implementation of the tasks;

• fully recognise and accept that if the above-mentioned persons participate in spite of being in any of the situations listed in Section 2.6.10.1.1. of the practical guide or if the declarations or information provided prove to be false they may be subject to rejection from this procedure and to administrative sanctions in the form of exclusion and financial penalties up to 10 % of the total estimated value of the contract being awarded and that this information may be published on the Commission website in accordance with the Financial Regulation in force;

• are aware that, for the purposes of safeguarding the EU’s financial interests, our personal data may be transferred to internal audit services, to the European Court of Auditors, to the Financial Irregularities Panel or to the European Anti-Fraud Office.

We understand that if we fail to respond within the delay after receiving the notification of award, or if the information provided is proved false, the award may be considered null and void.

Yours faithfully,

<Signature of authorised representative>

<Name and position of authorised representative>

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| TECHNICAL OFFER |

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| **1.**  **Item Number** | **2.**  **Services required** | **3.**  **Description / indication of services to be provided** | **4.**  **Indicated time frame** | **4.**  **Inputs to be provided** | **5.**  **Evaluation Committee’s notes** |
| **1** | **IT Infrastructure Maintenance**   * Workstations and End-User Devices: Ensure diagnoses, proper configuration, software updates, support and feedback on needed hardware repairs of 18 workstations. * Storage and Backup Systems: Maintain and monitor NAS storage device, ensure individual backups are performed as per policy, and provide recovery services. * File share Server: Perform regular updates, troubleshooting, and performance optimization. * Network: Monitor, manage, and maintain routers, switches, firewalls, and VPNs. * Printers: Ensure diagnoses, proper configuration, software updates, support and feedback on needed hardware repairs.   **Support and Troubleshooting**   * Provide helpdesk services for on-site and remote support. * Establish clear Service Level Agreements (SLAs) for issue response and resolution. * Offer emergency on-call support for critical incidents.   **Cybersecurity**   * Check the status of the licensed antivirus installed on the Contractor’s IT devices and ensuring the latest updates are performed to provide maximum protection against risks. * Conduct regular vulnerability assessments and penetration testing. * Implement and maintain firewalls, antivirus, and intrusion detection systems. * Provide real-time monitoring for cybersecurity threats. * Develop and execute incident response and recovery plans.   **Documentation and Reporting**   * Complete a protocol after each control, which will include: the name of the specialist who performed the control, a list of checks/services performed (technical service), evidence of defects (if applicable), and suggestions for improvements or changes, as well as evidence of incidents related to viruses and their resolution. This protocol will be presented to the Contractor and signed by representatives of both parties. | To be completed by the tenderer. | To be completed by the tenderer | To be completed by the tenderer if applicable (for example experts, experiences etc.) | Evaluation committee remarks |