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**Austria-Vienna: Provision of Internet, VoIP and mobile services
2015/S 001-000004**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1) Name, addresses and contact point(s)

European Union Agency for Fundamental Rights
Schwarzenbergplatz 11
For the attention of: Procurement Section
1040 Vienna
AUSTRIA

Telephone: +43 158030610

E-mail: procurement@fra.europa.eu

Fax: +43 158030691

Internet address(es):

General address of the contracting authority: <http://www.fra.europa.eu>

Address of the buyer profile: <http://fra.europa.eu/en/about-fra/procurement/calls-for-tender>

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from: The above mentioned contact point(s)

Tenders or requests to participate must be sent to: The above mentioned contact point(s)

I.2) Type of the contracting authority

European institution/agency or international organisation

I.3) Main activity

Other: Fundamental rights.

I.4) Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract by the contracting authority:

Provision of Internet, VoIP and mobile services.

II.1.2) Type of contract and location of works, place of delivery or of performance

Services

Service category No 5: Telecommunications services

Main site or location of works, place of delivery or of performance: The place of performance of the tasks shall be the contractor's premises or any other place indicated in the tender.

NUTS code AT130

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves the establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with several operators

maximum number of participants to the framework agreement envisaged: 3

Duration of the framework agreement

Duration in years: 6

Justification for a framework agreement, the duration of which exceeds four years: Technical reasons — compatibility with equipment and services provided.

Estimated total value of purchases for the entire duration of the framework agreement

Estimated value excluding VAT: 430 000 EUR

II.1.5) Short description of the contract or purchase(s)

Provision of the services mentioned below:

lot 1 — Internet services (250 000 EUR/6 years),

lot 2 — VoIP telephony (90 000 EUR/6 years),

lot 3 — mobile telephony (90 000 EUR/6 years).

II.1.6) Common procurement vocabulary (CPV)

72400000, 51340000, 64220000, 32412100

II.1.7) Information about Government Procurement Agreement (GPA)

The contract is covered by the Government Procurement Agreement (GPA): no

II.1.8) Lots

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9) Information about variants

Variants will be accepted: no

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

The maximum volume of the framework contract, for all lots for 4 years and 2 years of renewals is estimated at 430 000 EUR, excluding VAT.

In particular, the volume per lot is as follows:

lot 1: Internet services: 250 000 EUR excluding VAT,

lot 2: VoIP telephony: 90 000 EUR excluding VAT,

lot 3: mobile telephony: 90 000 EUR excluding VAT.

II.2.2) Information about options

Options: no

II.2.3) Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 2

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts: in months: 12 (from the award of the contract)

II.3) Duration of the contract or time limit for completion

Duration in months: 72 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Internet services

1) **Short description**

The purpose of this tender is to award a maximum of 3 framework contracts in cascading order for the provision of Internet services as described in Annex A.1 – Technical specifications.

2) **Common procurement vocabulary (CPV)**

72400000

3) **Quantity or scope**

The volume of the contract over a period of 6 years has been estimated at 250 000 EUR excluding VAT.

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

Lot No: 2

Lot title: VoIP telephony

1) **Short description**

The purpose of this tender is to award a maximum of 3 framework contracts in cascading order for the provision of VoIP telephony services as described in Annex A.1 – Technical specifications.

2) **Common procurement vocabulary (CPV)**

72400000, 32412000, 64212000, 51340000

3) **Quantity or scope**

The volume of the contract over a period of 6 years has been estimated at 90 000 EUR excluding VAT.

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

Lot No: 3

Lot title: Mobile telephony

1) **Short description**

The purpose of this tender is to award a maximum of 3 framework contracts in cascading order for the provision of mobile telephony services as described in Annex A.1 – Technical specifications.

2) **Common procurement vocabulary (CPV)**

72400000, 32412000, 64212000, 51340000

3) **Quantity or scope**

The volume of the contract over a period of 6 years has been estimated at 90 000 EUR excluding VAT.

4) **Indication about different date for duration of contract or starting/completion**

5) **Additional information about lots**

Section III: Legal, economic, financial and technical information

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

Not applicable.

III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**

The payment arrangements governing the contracts resulting from the present call for tenders are detailed in the relevant articles of Annex B — draft framework contract (available at <http://fra.europa.eu/en/about-fra/procurement/calls-for-tender>). Tenderers are strongly advised to carefully read those articles before submitting their tenders.

- III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**
Joint tenders submitted by several economic operators (a consortium) are allowed. In such cases, one of the members must be designated as the group leader or group manager.
- III.1.4) **Other particular conditions**
The performance of the contract is subject to particular conditions: no
- III.2) **Conditions for participation**
- III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**
Information and formalities necessary for evaluating if the requirements are met: Please refer to Section 17.1 of the tender specifications (Annex A), available at: http://fra.europa.eu/fraWebsite/about_fra/procurement/procurement_en.htm
- III.2.2) **Economic and financial ability**
Information and formalities necessary for evaluating if the requirements are met: Please refer to Section 17.2 of the tender specifications (Annex A), available at: http://fra.europa.eu/fraWebsite/about_fra/procurement/procurement_en.htm
Minimum level(s) of standards possibly required: Please refer to Section 17.2.1 of the tender specifications (Annex A), available at: http://fra.europa.eu/fraWebsite/about_fra/procurement/procurement_en.htm
- III.2.3) **Technical capacity**
Information and formalities necessary for evaluating if the requirements are met:
Please refer to Section 17.2.2 of the tender specifications (Annex A), available at: http://fra.europa.eu/fraWebsite/about_fra/procurement/procurement_en.htm
Minimum level(s) of standards possibly required:
Please refer to Section 17.2.2 of the tender specifications (Annex A), available at: http://fra.europa.eu/fraWebsite/about_fra/procurement/procurement_en.htm
- III.2.4) **Information about reserved contracts**
- III.3) **Conditions specific to services contracts**
- III.3.1) **Information about a particular profession**
Execution of the service is reserved to a particular profession: no
- III.3.2) **Staff responsible for the execution of the service**
Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: yes

Section IV: Procedure

- IV.1) **Type of procedure**
- IV.1.1) **Type of procedure**
Open
- IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**
- IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**
- IV.2) **Award criteria**
- IV.2.1) **Award criteria**
The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document
- IV.2.2) **Information about electronic auction**

An electronic auction will be used: no

IV.3) **Administrative information**

IV.3.1) **File reference number attributed by the contracting authority:**

F-SE-14-T07.

IV.3.2) **Previous publication(s) concerning the same contract**

no

IV.3.3) **Conditions for obtaining specifications and additional documents or descriptive document**

Time limit for receipt of requests for documents or for accessing documents: 8.2.2015

Payable documents: no

IV.3.4) **Time limit for receipt of tenders or requests to participate**

12.2.2015 - 17:00

IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**

IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up**

Any EU official language

IV.3.7) **Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

IV.3.8) **Conditions for opening of tenders**

Date: 19.2.2015 - 10:30

Place:

European Union Agency for Fundamental Rights, Schwarzenbergplatz 11, 1040 Vienna, AUSTRIA.

Persons authorised to be present at the opening of tenders: yes

Additional information about authorised persons and opening procedure: An authorised representative of each tenderer may attend the opening of the bids. Companies wishing to attend are requested to notify their intention by sending a fax or e-mail at least 72 hours in advance.

This notification must be signed by an authorised officer of the tenderer and specify the name of the person who will attend the opening of the bids on the tenderer's behalf.

Section VI: Complementary information

VI.1) **Information about recurrence**

This is a recurrent procurement: no

VI.2) **Information about European Union funds**

The contract is related to a project and/or programme financed by European Union funds: no

VI.3) **Additional information**

The tender documents will be available for download at the address indicated under heading I.1. The website will be updated regularly and it is the tenderers' responsibility to check for updates and modifications during the tendering period.

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

General Court

rue du Fort Niedergrünwald

2925 Luxembourg

LUXEMBOURG

E-mail: generalcourt.registry@curia.europa.eu

Telephone: +352 4303-1

Internet address: <http://curia.europa.eu>

Fax: +352 4303-2100

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: Within 2 months of the notification to the plaintiff, or, in absence thereof, of the day on which it came to the knowledge. A complaint to the European Ombudsman does not have as an effect either to suspend this period or to open a new period for lodging appeals.

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

VI.5) **Date of dispatch of this notice:**

23.12.2014