



European Securities and  
Markets Authority

# **Technical Specifications and monitoring**

Telecommunications services  
Invitation to tender OJ/20/03/2013-PROC/2013/002





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## Telecommunications Services call for tender



## Introduction to ESMA

ESMA is an independent EU Authority that was established on 1 January 2011. It works closely with the national competent authorities who are members of the European System of Financial Supervision and the other European Supervisory Authorities – the European Banking Authority (EBA) responsible for banking and the European Insurance and Occupational Pensions Authority (EIOPA) responsible for insurance and occupational pensions.

ESMA also contributes to the financial stability of the European Union, in the short, medium and long-term, through its contribution to the work of the European Systemic Risk Board, which identifies potential risks to the financial system and provides advice to diminish possible threats to the financial stability of the Union. ESMA is also responsible for coordinating actions of securities supervisors or adopting emergency measures when a crisis situation arises.

ESMA's mission is to enhance the protection of investors and promote stable and well-functioning financial markets in the European Union (EU). As an independent institution, ESMA achieves this aim by building a single rule book for EU financial markets and ensuring its consistent application across the EU. ESMA contributes to the regulation of financial services firms with a pan-European reach, either through direct supervision or through the active co-ordination of national supervisory activity.

Further information about the Authority can be found on the ESMA website [www.esma.europa.eu](http://www.esma.europa.eu).

### The tender process

The purpose of competitive tendering for awarding contracts is two-fold:

- to ensure the transparency of operations;
- to obtain the desired quality of services, supplies and works at the best possible price.

The applicable regulations, namely directives **92/50/EEC**, **93/36/EEC** and **93/37/EEC**, oblige the ESMA to guarantee the widest possible participation, on equal terms in tender procedures and contracts

## **1. Overview of this tender**

### **1.1 Description of the contract**

The services required by ESMA are described in the terms of reference in [section 2](#) of the present tender specifications.

In drawing up a tender, tenderers should bear in mind the provisions of the draft Framework service contract in **Annex I**. In particular, the draft contract indicates the method and the conditions for payments to the contractor. An offer once submitted means that the tenderer has agreed to the conditions of these tender specifications as well as to all terms and conditions set out in the draft contract

Tenderers are expected to examine carefully and respect all instructions and standard formats contained in these specifications and the invitation to tender. An offer which does not contain all the required information and documentation may be rejected.

### **1.2 Timetable**

<b>Activity</b>	<b>Date</b>	<b>Comments</b>
Launch of the tender	20/03/013	Dispatch of contract notice to the OJ
Deadline for request of clarifications from ESMA	22/04/2013	
Site visit or clarification meeting (if any)	-	Not applicable to this tender
Last date on which clarifications are issued by ESMA	30/04/2013	
<b>Deadline for submission of offers</b>	<b>07/05/2013</b>	At 16:00 local time (Paris 12.00h, GMT + 1 )
Interviews (if any)	-	Not applicable to this tender
Opening session	14/05/2013	At 10:00 local time (Paris 12.00h, GMT + 1 )
Date for evaluation of offers	Opening date plus 2 weeks	Estimated
Notification of award to the selected Tenderer	Evaluation date plus 3 weeks	Estimated
Contract signature	Notification date plus 2 weeks	Estimated

### 1.3 Participation in the tender procedure

This procurement procedure is open to the natural or legal person wishing to bid for the assignment and established in the EU, the EEA.

Tenderers must not be in any situation of exclusion under the exclusion criteria indicated in section [3.1](#) of these tender specifications and must have the legal capacity to allow them to participate in this tender procedure (see section [3.2.1](#)).

Please note that any attempt by a tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or ESMA during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of his tender and may result in administrative penalties.

### 1.4 Participation of consortia

A consortium may submit a tender on condition that it complies with the rules of competition.

A consortium may be a permanent, legally-established grouping or a grouping which has been constituted informally for a specific tender procedure. Such grouping (or consortium) must specify the company or person heading the project (the leader) and must also submit a copy of the document authorising this company or person to submit a tender. All members of a consortium (i.e., the leader and all other members) are jointly and severally liable to the Contracting Authority.

In addition, each member of the consortium must provide the required evidence for the exclusion and selection criteria (see section [3](#) of these tender specifications). Concerning the selection criteria 'technical and professional capacity', the evidence provided by each member of the consortium will be checked to ensure that the consortium **as a whole** fulfils the criteria.

The participation of an ineligible person will result in the automatic exclusion of that person. In particular, if that ineligible person belongs to a consortium, the whole consortium will be excluded.

### 1.5 Subcontracting

If subcontracting is envisaged, the tenderer must clearly indicate in the tender which parts of the work will be subcontracted. The total value of the subcontracted part of the services cannot represent the total value of the contract value.

Subcontractors must satisfy the eligibility criteria applicable to the award of the contract. If the identity of the intended subcontractor(s) is already known at the time of submitting the tender, (all) subcontractors must provide the required evidence for the exclusion and selection criteria.

If the identity of the subcontractor is not known at the time of submitting the tender, the tenderer who is awarded the contract will have to seek ESMA's prior written authorisation before entering into a subcontract.

Where no subcontractor is given, the work will be assumed to be carried out directly by the tenderer.

## 1.6 Presentation of the tender

Tenders must comply with the following conditions:

### a) Double envelope system

Offers must be submitted in accordance with the **double envelope system**:

The outer envelope or parcel should be sealed with adhesive tape and signed across the seal and carry the following information:

- the project title: “**Telecommunications services “OJ/20/03/2013-PROC/2013/002”** --the name of the tenderer;
- the indication “**Offer - Not to be opened by the internal mail service**”;
- the address for submission of offers (as indicated in the invitation to tender letter)
- the date of posting (if applicable) should be legible on the outer envelope

The outer envelope must contain three inner envelopes, namely, Envelopes A, B and C.

The content of each of these envelopes shall be as follows:

#### 1. Envelope A – Administrative documents

- The signed, dated and duly completed **Tender Submission Checklist** using the template in **Annex VIII**;
- The duly filled in, signed and dated **Exclusion Criteria and Non-Conflict of Interest Declaration(s)** as requested in section [3.1](#) and using the standard template in **Annex II**;
- The duly filled in, signed and dated **Legal Entity Form(s)** as requested in section [3.2.1](#) and using the standard template in **Annex III** as well as the requested accompanying documents;
- The duly filled in, signed and dated **Financial Identification Form** using the template in **Annex IV**;
- Financial and economic capacity documents as requested in section [3.2.2](#);
- The technical and professional capacity documents as requested in section [3.2.3](#);
- A statement containing the name and position of the tenderer’s **authorised signatory** in **Annex V**; and
- In case of consortia, a **consortium agreement** duly signed and dated by each of the consortium members specifying the company or person heading the project and authorised to submit a tender on behalf of the consortium (please see section [1.4](#) of these tender specifications);
- In case of **subcontracting**, the tender must include a cover letter presenting the name of the tenderer and identified subcontractors if applicable, and the name of the single contact person in relation to this tender.

If applicable, the cover letter must indicate the proportion of the contract to be subcontracted.

Subcontractors must provide a letter of intent stating their willingness to provide the service foreseen in the offer and in line with the present tender specification.



2. Envelope B – Technical proposal

- One original (unbound, signed and clearly marked as “Original”) three copies (bound and each marked as “Copy”), and one USB stick of the Technical Proposal, providing all information requested in section 4.

3. Envelope C – Financial proposal

- One signed original and three copies of the Financial Proposal, based on the format in found in **Annex VII**.

**b) Language**

Offers must be submitted in one of the official languages of the European Union. ESMA prefers, however, to receive documentation in English. Nonetheless, the choice of language will be not play any role in the consideration of the tender.

**1.7 Confirmation of offer submission**

In order to keep track of offers due to arrive, tenderers who do not hand deliver their offers are requested to complete and return the form found **Annex VI**.

**1.8 Contacts between ESMA and the tenderers**

Contacts between ESMA and tenderers are prohibited throughout the procedure, except in the following circumstances:

**1.8.1 Written clarification before the deadline for submission of offers**

Requests for clarification regarding this procurement procedure or the nature of the contract should be done **in writing only** and should be sent by mail, fax or email to:

ESMA  
Attn: Procurement Office  
CS 60747  
103, Rue de Grenelle  
75345 Paris, CEDEX France  
email:

Each request for clarification sent to ESMA should indicate the publication reference and the title of the tender.

The deadline for clarification requests is indicated in the timetable under section [1.2](#). Requests for clarification received after the deadline will not be processed.

At the request of the tenderer, ESMA may provide any additional information or clarification resulting from the request for a clarification on the ESMA Procurement webpage:

ESMA may, on its own initiative, inform interested parties of any error, inaccuracy, omission or other clerical error in the text of the contract notice or in the tender specifications by publishing a corrigendum on its website.

Tenderers should regularly check the ESMA website for updates.

### **1.8.2 After the closing date for submission of tenders**

If, after the tenders have been opened, some clarification is required in connection with a tender, or if obvious clerical errors in the submitted tender must be corrected, the ESMA may contact the tenderer, although such contact may not lead to any alteration of the terms of the submitted tender.

## **1.9 Visits to ESMA premises**

No site visits at ESMA's premises are deemed necessary for this procedure.

### **1.10 Interviews**

No interviews at ESMA's premises are deemed necessary for this procedure.

### **1.11 Division into Lots**

This tender is divided into the following lots:

- Lot 1: Mobile telephony services
- Lot 2: Fixed telephony services
- Lot 3: Internet connectivity services

The tenderer may submit a tender for one, two or all of the above lots. Each lot will form a separate contract and therefore requires the submission of a separate offer/tender.

### **1.12 Variants**

No variants are deemed necessary for this procedure.

### **1.13 Confidentiality and public access to documents**

All documents presented by the tenderer become the property of the ESMA and are deemed confidential.

In the general implementation of its activities and for the processing of tendering procedures in particular, ESMA observes the following EU regulations:

- Council Regulation (EC) No. 1049/2001 of 30 May 2001 regarding public access to European Parliament, Council and Commission documents; and
- Council Regulation (EC) No. 45/2001 of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

The tender process will involve the recording and processing of personal data (such as a tenderer's name, address and CV). Such data will be processed pursuant to Regulation (EC) No. 45/2001.

Unless indicated otherwise, a tenderer's replies to questions and any personal data requested by ESMA are required to evaluate the tender in accordance with the tender specifications and will be processed solely for that purpose by ESMA. A tenderer is entitled to obtain access to their personal data on request and to rectify any such data that is inaccurate or incomplete.

#### **1.14 Contractual details**

A draft framework service contract is attached to these technical specifications as **Annex I**.

ESMA wishes to conclude one, or more depending on the tenderers offers, framework service contract(s) to provide full telephony and internet connectivity for ESMA premises, as and when required, for a period of:

- a) LOT 1&2: one year renewable three times for one year period (four years in total)
- b) LOT 3: one year renewable three times for one year period (four years in total)

The framework contract will establish the terms governing specific contracts to be awarded during the given period; in particular, with regard to price.

Signature of the framework contract imposes no obligation on the Authority to order services. Only the implementation of the framework contract through specific contracts is binding for ESMA.

Each specific contract will contain details of deliverables and timelines for particular services to be provided

## **2. Terms of reference**

The terms of reference will become an integral part of the contract(s) that may be awarded as a result of this tender procedure.

### **2.1 Introduction: Background to the invitation to tender**

ESMA is an independent EU Authority that was established on 1 January 2011.

Currently based in Paris (rue de Grenelle), ESMA already employs about 120 professionals from across Europe and will continue to recruit highly qualified specialists and administrators in the coming years.

Given the international and European audience at ESMA, and in order to align ESMA contracts with its new size and internal organization (from 30+ employees to 100+ in 2012; 150+ in 2013 and 200+ in 2015), the successful tenderer shall provide top quality services with competitive pricing offers considering ESMA's needs in terms of Mobile Telephony, Fixed Telephony and Internet Connectivity.

The purpose of this tender is to seek for one or several companies which provide full telephony and internet services.

### **2.2 Description of the services and scope of the Lot 1 - MOBILE TELEPHONY SERVICES**

#### **2.2.1 Mobile Telephony contract scope and objectives:**

Jointly with the European Commission and in order to align ESMA contracts with its new size and internal organization, ESMA has recently contracted for the supply of Blackberry handhelds for all its employees.

Given this context, ESMA is now wishing to conclude a contract for cell phone plans (SIM cards only). Considering the international audience at ESMA, the successful tenderer shall provide competitive pricing offer for large volume of roaming traffic (voice data) in Europe (including eventual new EU state members).

#### **2.2.2 Overview of the existing Mobile Telephony technical environment**

<b>Existing Mobile Telephony equipments and services</b>	<b>Short description of the existing Mobile Telephony equipments and services</b>
18 mobile voice lines including	6 phones with BlackBerry option activated (Blackberry Torch) 11 Phones with voice line only 1 iPhone
7 3G cards	National and international coverage
1 BlackBerry Enterprise Server for MS (managed by ESMA)	-

### 2.2.3 Outline of the required Mobile Telephony services

#### **Overview of the required Mobile Telephony services :**

The main services expected to be delivered within the present tender context are composed as followed:

- Subscription plans addressing ESMA's present and future needs, as listed in the tables, section 2.5 of this document
- A price per minute for consumption (data and voice) (national and internal wise)
- Description and price of unlimited national communication package (data and voice)

All cell phone (non-packaged) options listed in the different lot's financial proposal (Annex VII\_Lot 1\_Financial proposal form) must be quoted as they shall be activated by ESMA depending on its future user needs or profiles. These activations will be ordered on ESMA discretion after one or several invoices sample.

#### **Coterminus contract requirement:**

- Please note that every cell phone lines must not end after the present contract termination date and this, despite of their activation date.

#### **Support and maintenance**

- Hotline Service: The provider should offer a hotline with helpdesk for support reachable 24h/7d.
- The maintenance operation is managed by ESMA IT department. However, the tenderer shall provide Mobile phone loan services in case of critical disruption.

#### **Services:**

- Provision of world-wide roaming services for voice and data (GPRS, UMTS and newer technologies)
- Provision of BlackBerry enterprise server client licenses
- Provision of new enabled SIM cards for stock purpose and immediate activation :
  - Provision of SIM cards with Data and BlackBerry enabled
  - Provision of SIM cards with Data and Voice Smartphone enabled
  - Provision of SIM cards with voice only
- Provision of 3G data access PC cards (including services such as GPRS, 3G or any other newly available technology)
- Provision of 3G cards (modem stick type)
- Provision of 3G cards only
- Provision of Blackberry server for MS Exchange Client licenses destined to end user;
- Provision of a separate billing mechanism regarding private calls from the future user of an official ESMA GSM phone. This option activation, if offered, will be left to ESMA's discretion and can be activated at any moment if required.
- Provision of European Union voice and data mobile telephony coverage

□ **Exit management and portability:**

- The tenderer is required to takeover of the ESMA existing mobile phone numbers;
- An exit mechanism is foreseen to ensure the handover of the Mobile Telephony services at the end of the contract without impact on the services or service level degradation. This handover procedure shall be an integral part of the service provision. No additional cost for ESMA shall result from this handover procedure. The Contractor commits itself to handing over any relevant information to a potential future Contractor in order to ensure a smooth transition and the business continuity.

□ **Reporting layout:**

- Detailed figures on calls by country, unit price roaming in and roaming out detailed figures. The same applies to data calls;
- Consumption (€ and volume) per user and per month
- Reporting system regarding ESMA consumption must be available at all time

□ **Consultancy services:**

- The contractor may be called to provide consultancy in the areas covered in this Lot. The consultants will be assigned tasks such as design, implementation and administration of solutions.

□ **Catalogue and additional services:**

- In addition to the services described in the present lot, the tenderer shall attach to his offer a Catalogue listing all the services and/or products (with related prices) this latter may be in position to offer.
- Please note:
  - this Catalogue must be attached with you technical proposal as described in the Annex X\_Lot 1\_Award criteria\_Technical Questionnaire
  - a global discount applying on all the products and services listed in the Catalogue is asked in the Annex VII\_Lot 1\_Financial proposal form.

## **2.3 Description of the services and scope of the Lot 2 - FIXED TELEPHONY SERVICES**

### **2.3.1 Fixed Telephony ccontract scope and objectives:**

Currently implementing a new call manager based on Cisco technology, ESMA wishes to contract for full Fixed Telephony services.

Historically, ESMA has contracted with two companies to provide full Fixed Telephony services: one dedicated for the Fixed Telephony subscription (incoming calls) and one for the Fixed Telephony consumption (outbound calls).

The successful tenderer shall provide all required services (line subscription and consumption) and shall propose competitive pricing offer for large call traffic in Europe considering ESMA international exposition.

### 2.3.2 Overview of the existing Fixed Telephony technical environment

**Existing Fixed Telephony lines and equipment**

	<b>Existing Fixed Telephony equipments and services</b>	<b>Short description of the existing Fixed Telephony equipment and services</b>
<b>Lines</b>	1 T2 numeris line	PRI 25-30 isolated channels
	1 IP service n° 00 25 HG W0	Access number IP 0025HGWO NBCX 0
	1 call manager Cisco (used to be PABx)	-
	1 separated analogue PSTN line	Located in ESMA Headquarters Paris (fax n° 01 45 50 20 32)
	1 separated analogue PSTN line	Located in ESMA Headquarters Paris (landline n° 01 45 51 73 05)
<b>Installed equipment</b>	1 Cisco 2951 Gateway	
	1 Cisco Call Manager (MCS 7800)	
	1 Cisco VCS (Video Conference Service) Server	-
	1 Cisco VCS (Video Conference Service) Express Server	-
	1 Cisco TelePresence ISDN GW 3241	PRI ISDN H320 To H323 Gateway

**Existing Fixed Telephony characteristics**

- Current numbering plan ranges from 01 58 36 43 21 to 01 58 36 52 29:

Base	SDA Range		Number of SDA
	From	To	
015836	4320	4339	19
015836	4270	4279	9
015836	5110	5 119	9
015836	5890	5949	59
015836	5130	5139	9
015836	5140	5149	9
015836	5150	5159	9
015836	5160	5169	9
015836	5170	5179	9
015836	5180	5189	9
015836	5190	5199	9
015836	5210	5219	9
015836	5220	5229	9

- Phone types currently installed:
  - Type 1: Cisco IP phone 6945 (for employees)
  - Type 2: Cisco IP phone 9971 (for VIP)
  - Type 3: Cisco IP Conference Station 7937

### 2.3.3 Outline of the Fixed Telephony required services

#### □ **Overview of the required Fixed telephony services :**

The main services expected to be delivered within the present tender context are composed as followed:

- Installations and subscription plans addressing ESMA's present and future needs, as listed in the section 2.5 of this document, including:
  - T2 lines (30 channels) to respond to ESMA Paris office expansion and Video conference requirements
  - Separated analogue PSTN line at ESMA Headquarters (fax)
  - T0 Numeris lines

A price per minute for consumption (national and international wise)

Please note that considering ESMA expansion, the tenderer shall be asked to provide additional T2 and T0 lines as well as analog lines throughout the contract duration.

#### □ **Support and maintenance:**

- Hotline Service: The provider must offer an hotline with helpdesk for support reachable working days and hours;
- The tenderer must provide service a minimum availability rate of 99,5 % within 12 months. Please note that your availability rate will be asked in the technical questionnaire.

#### □ **Reporting layout:**

- Detailed figures per line (number of calls, duration, country destination...)
- The tenderer must provide a monthly report regarding their SLA (Service Level Agreement) performance achievement (availability rate, ...)
- Reporting system regarding ESMA consumption must be available at all time

#### □ **Consultancy services:**

- The contractor may be called to provide consultancy in the areas covered in this Lot. The consultants will be assigned tasks such as design, implementation and administration of solutions.

#### □ **Exit management and portability:**

- The tenderer is required to takeover of :
  - the existing basic ISDN lines (T0) and the telephone numbers assigned to them in the ESMA Headquarters Paris;



- 1 primary line (T2 30 channels) in the ESMA Headquarters Paris;
- Preserve the existing numbering plan in the ESMA Headquarters Paris
- Preserve analogue line (PSDN) (fax)
- An exit mechanism is foreseen to ensure the handover of the Fixed Telephony services at the end of the contract without impact on the services or service level degradation. This handover procedure shall be an integral part of the service provision. No additional cost for ESMA shall result from this handover procedure. The Contractor commits itself to handing over any relevant information to a potential future Contractor in order to ensure a smooth transition and the business continuity.

□ **Catalogue and additional services:**

- In addition to the services described in the present lot, the tenderer shall attach to his offer a Catalogue listing all the services and/or products (with related prices) this latter may be in position to offer.
- Please note:
  - this Catalogue must be attached with you technical proposal as described in the Annex XIII\_Lot 2\_Award criteria\_Technical Questionnaire
  - a global discount applying on all the products and services listed in the Catalogue is asked in the Annex VII\_Lot 2\_Financial proposal form.

## **2.4 Description of the services and scope of the Lot 3 – INTERNET CONNECTIVITY SERVICES**

### **2.4.1 Internet Connectivity contract scope and objectives:**

Currently implementing a new video conference installation (HD compatible), ESMA wishes to contract for full internet services enabling ESMA to simultaneously provide high quality:

- Internet connectivity to its employees for Paris office;
- Video conferences

Please note:

- The Firewall and all COS (class of services) are managed by ESMA.
- A network scheme is available in the Annex XVI\_Lot 3\_Network\_diagram

### **2.4.2 Overview of the existing Internet Connectivity technical environment**

**□ Existing Internet Connectivity lines and equipments**

	<b>Existing Internet Connectivity equipments and services</b>	<b>Short description of the Existing Internet Connectivity equipments and services</b>
Lines	2 ADSL lines	<ul style="list-style-type: none"> <li>○ 1 livebox type pro for TV package including financial channels such as Bloomberg and national/international news channels (4 MEGA)</li> <li>1 livebox type for office internet connectivity and also back up of the SDSL line below (18 MEGA)</li> </ul>
	1 SDSL line	4 mega internet connectivity
	Routers	Provide by the supplier
Installed equipment	1 VCS Server	
	1 VCS Express Server	
	Internet Edge Firewalls	

**2.3.3 Outline of the required Internet Connectivity services**

**□ Overview of the required Internet Connectivity services :**

The main services expected to be delivered within the present tender context are composed as followed:

- Installations and subscription plans addressing ESMA's present and future needs, as listed in section 2.5 of this document, including:
  - 2 SDSL internet lines:
    - 10 MBit/s dedicated to employees
    - 20 MBit/s dedicated to Video Conference Services and eventual back up to the first line
  - 1 ADSL internet line + TV package including financial channels such as Bloomberg and national/international news channels
  - Range of 20 consecutive IP addresses
- Provision of speed connection load balancing between the 10 MBit/s and 20 MBit/s lines
- The tenderer shall guarantee a connection of 20 MBit/s minimum on the line dedicated to the Video Conference services.
- SLA (Service Level Agreement) required by ESMA:
  - Internet SDSL 10 mega: GTR 4 hours – Intervention capacity 7/7, 24/24 - Availability rate 99,5%
  - Video Conference Service SDSL 20 mega: GTR 4 hours – Intervention capacity 7/7, 24/24 - Availability rate 99,5%

**□ Support and maintenance:**

- Hotline Service: The provider must offer an hotline with helpdesk for support reachable 24h/7d;
- The provider must proactively manage and monitor the Internet service and /or any related connectivity services 24h/24, 7d/7;

**□ Reporting layout:**

- The provider must provide reports about the utilization and the availability of the services. This should be available in electronic form.

**□ Catalogue and additional services:**

- In addition to the services described in the present lot, the tenderer shall attach to his offer a Catalogue listing all the services and/or products (with related prices) this latter may be in position to offer.
- In addition to the services described in the present lot, the tenderer shall attach to his offer a Catalogue listing all the services and/or products (with related prices) this latter may be in position to offer.  
Please note:
  - this Catalogue must be attached with you technical proposal as described in the Annex XVII\_Lot 3\_Award criteria\_Technical Questionnaire
  - a global discount applying on all the products and services listed in the Catalogue is asked in the Annex VII\_Lot 3\_Financial proposal form.

**2.5 Existing and estimated Market Volume**

**LOT 1: Mobile telephony**

**1. SUBSCRIPTIONS**

Cell phone plans	Current	Forecasted		
	2013	2014	2015	2016
Smartphone (Iphone) unlimited	1	0	0	0
BlackBerry unlimited mail	1	150	180	200
Professional cell phone plans	18	150	180	200
3G Cards (3G modem stick-volume) 50Mb + 100Mb(Europe/USA)	1	0	0	0
3G Cards unlimited national	6	20	30	35
<b>Total</b>	<b>27</b>	<b>320</b>	<b>390</b>	<b>435</b>

**2. CONSUMPTIONS**

	Current		Forecasted					
	2013		2014		2015		2016	
	Min*	MB**	Min *	MB **	Min *	MB **	Min *	MB**
Outbound voice traffic (total)	13 538	3 305	112 817	27 542	135 380	33 050	150 422	36 723
Roaming (total)	7 128	576	59 400	4 800	71 280	5 760	79 200	6 400
SMS / MMS (total)	10 560	-	88 000	-	105 600	-	117 333	-
Other communications (Min)	188	513	1 567	4 275	1 880	5 130	2 089	5 700
*Min: Minutes --- **MB: MEGA BITS								

Please note that detailed table on ESMA communication are available in the Annex IX\_Lot 1\_Consumption&market volume.

Upon request the ESMA might need to call in some consultancy services related to the above lot. These services would cover areas such as, envisioning, architectural, implementation or / and administration.

**LOT 2: Fixed telephony**

**1a. SUBSCRIPTIONS A**

Access type	N°	Current	Forecasted		
		2013	2014	2015	2016
T2 (ESMA, rue de grenelle 75) - 30 Channel	01 58 36 43 21	1	2	2	3
VoIP line	01 45 51 83 16	1	10	10	10
Phone analogue line	01 45 51 73 05	1	1	1	1
Fax analogue line	01 45 50 20 32	1	1	1	1
SDA	refer to the tender specifications in the section above	200	250	280	300

**1b. SUBSCRIPTIONS B**

		Current		Forecasted	
Fixed Telephony plans & option t	Options	2013	2014	2015	2016
Package SDA		1	1	1	1
Detailed invoice		1	1	1	1
Primary access T2 25-30 isolated		2	3	3	3
Phone analogue line	Professional package	1	1	1	1
Fax analogue line		1	1	1	1

**2. CONSUMPTIONS**

Call details	Current		Forecasted					
	2013		2014		2015		2016	
	Minutes* /year	Number of calls/year	Minutes* /year	Number of calls/year	Minutes* /year	Number of calls/year	Minutes* /year	Number of calls/year
International	12 792	78 948	15 990	98 685	19 188	118 422	21 320	131 580
Local	9 672	83 988	12 090	104 985	14 508	125 982	16 120	139 980
Mobile	4 404	9 936	5 505	12 420	6 606	14 904	7 340	16 560
International mobile	3 624	17 280	4 530	21 600	5 436	25 920	6 040	28 800
National	348	1 332	435	1 665	522	1 998	580	2 220
Regional	1 608	240	2 010	300	2 412	360	2 680	400
Free Calls	8 520	300	10 650	375	12 780	450	14 200	500
Special services (free on hold time)	72	60	90	75	108	90	120	100
Special services	1 140	228	1 425	285	1 710	342	1 900	380
Special services	1 344	504	1 680	630	2 016	756	2 240	840
Complementary services	-	24	-	30	-	36	-	40
<b>TOTAL</b>	<b>43 524</b>	<b>192 840</b>	<b>54 405</b>	<b>241 050</b>	<b>65 286</b>	<b>289 260</b>	<b>72 540</b>	<b>3210</b>

\* These figures are average durations

Please note that detailed table on ESMA communication are available in the Annex XII\_Lot 2\_Consumption&market volume.

**LOT 3: Internet connectivity**

1. SUBSCRIPTIONS	Forecasted 2013-2016						
	Quantity	Speed	Router	Support	City	Physical Address	Post Code / ZIP
SDSL	1	20M	1	SDSL	Paris	103 rue de Grenelle	75007
SDSL	1	10M	1	SDSL	Paris	103 rue de Grenelle	75007

**2.6 Duration of the contract**

For the lot 1 and 2, the contract length is initially for a period of one year, renewable three times for one year period.

For the lot 3, the contract length is initially for a period of one year, with a possibility of three extension of one year.

Any extension will be subject to an amendment to the contract.

**2.7 Place of performance of the contract**

All the required services must be delivered at the ESMA headquarters in Paris, France.

## 2.8 Prices

### 2.8.1 Currency of tender

Prices must be quoted in Euro.

The Financial Proposal Form mentioned in **Annex VII** must be used to submit a tender. One financial proposal form per lot must be submitted along with its related lot's price spreadsheets. These financial proposals forms and price spreadsheets are respectively found in:

Annex VII\_Lot 1\_Financial proposal form

Annex VII\_Lot 2\_Financial proposal form

Annex VII\_Lot 3\_Financial proposal form

### 2.8.2 All-inclusive prices

Prices submitted in response to this tender must be inclusive of all costs involved in the performance of the contract (e.g. to include delivery, supply and installation, maintenance, travel, subsistence, etc). No expenses incurred in the performance of the services will be reimbursed separately by ESMA.

### 2.8.3 Price revision

The purpose of the benchmarking procedure is to make sure that the solutions proposed by the supplier in the context of the contract are competitive, or remain competitive. After a minimum period of 24 months from the last signature date of the contract, the supplier will offer ESMA the opportunity to revise its prices.

ESMA and the contractor will enter into the price renegotiation process described below:

- ESMA will contact, and request prices (relative to the present tender services) to three suppliers considered by ESMA as representative vendors.
- ESMA will provide to the supplier benchmarking results.

If the benchmark provides the evidence that the representative vendors chosen by ESMA can offer the same services at an average costs 10% cheaper than the cost charged by the contractor in regard to the contract perimeter, the contractor will have one month to make a counter-offer.

### 2.8.4 Costs involved in preparing and submitting a tender

ESMA will not reimburse any costs incurred in the preparation and submission of a tender. Any such costs must be paid by the tenderer.

### 2.8.5 Protocol on the Privileges and Immunities of the European Union

ESMA is, as a rule, exempt from all taxes and duties, and in certain circumstances is entitled to a refund for indirect tax incurred, such as value added tax (VAT), pursuant

to the provisions of articles 3 and 4 of the Protocol on Privileges and Immunities of the European Union. Tenderers must therefore quote prices which are exclusive of any taxes and duties and must indicate the amount of VAT separately.

### **2.8.6 Payments**

Please refer to the framework draft service contract in Annex I.

### **2.8.7 Financial guarantees**

Not applicable.

## **3. Exclusion and selection criteria**

### **3.1 Exclusion criteria**

Tenderers shall be excluded from participation in procurement procedure if they are in any of the following situations:

- a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) they or persons having power of representation, decision making or control over them have been convicted of an offence concerning their professional conduct by a judgment of a competent authority of a Member State which has the force of *res judicata*;
- c) they have been guilty of grave professional misconduct proven by any means which ESMA can justify including by decisions of the EIB and international organisations;
- d) they are not in compliance with their obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of France or those of the country where the contract is to be performed;
- e) they or persons having power of representation, decision making or control over them have been the subject of a judgment which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation, money laundering or any other illegal activity detrimental to the Union's financial interests;
- f) following another procurement procedure or grant award procedure financed by the Community budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

In addition to the above, contracts may not be awarded to tenderers who, during the procurement procedure for this contract:

- are subject to a conflict of interest;



- are guilty of misrepresenting the information required by ESMA as a condition of participation in the procurement procedure or fail to supply this information.

### **Declaration and means of proof**

All tenderers must certify that they are not in any of the situations listed above by completing and signing the attached Exclusion Criteria & Non-Conflict of Interest Declaration in **Annex II**.

The tenderer to whom the contract is to be awarded shall provide in addition, within 15 days following the notification of award and preceding the signature of the contract, the following documentary proofs to confirm the declaration referred to above:

- For points a), b) and e), a recent extract from the judicial record or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied.
- For point d) a recent certificate issued by the competent authority of the State concerned.

Where the document or certificate referred to above is not issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

This requirement applies to all members of the consortium in case of joint tender.

## **3.2 Selection criteria**

Tenderers must submit evidence of their legal, economic, financial, technical and professional capacity to perform the contract.

The evidence requested should be provided by each member of the group in case of joint tender. However a consolidated assessment will be made to verify compliance with the minimum capacity levels.

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 ESMA 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.

### **3.2.1 Legal capacity**

#### **Requirement**

A tenderer is asked to prove that they are authorized to perform the contract under the national law as evidenced by inclusion in a trade or professional register, or a sworn declaration or certificate, membership of a specific organization, express authorization or entry in the VAT register.

#### **Evidence required**

The tenderer shall provide a duly filled in and signed Legal Entity Form (see **Annex III**) accompanied by the documents requested therein.

(Where the tenderer has already signed another contract with ESMA, they may provide instead of the legal entity file and its supporting documents a copy of the legal

entity file provided on that occasion, unless a change in his legal status occurred in the meantime).

### **3.2.2 Economic and financial capacity**

#### **Requirement**

The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract.

#### **Evidence required**

Proof of economic and financial capacity shall be furnished by the tenderer (i.e. in case of joint tender, the combined capacity of all members of the consortium and identified subcontractors) providing the following documents:

- Copy of the profit & loss account and balance sheet for the last two years for which accounts have been closed,
- Failing that, appropriate statements from banks,
- If applicable, evidence of professional risk indemnity insurance;

If, for some exceptional reason which ESMA considers justified, the tenderer is unable to provide the above documents,, he or she may prove his or her economic and financial capacity by any other means which ESMA considers appropriate.

ESMA must at least be notified of the exceptional reason and its justification in the tender. ESMA reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

### **3.2.3 Technical and professional capacity**

#### **Requirement(s)**

Tenderer's technical capacity will be evaluated on the following criteria:

- Suitability of the organization and staffing structure available for the activities covered by the contract;
- Ability to provide all required services for ESMA premises
- Ability to provide all required technical specifications asked in the different Technical Questionnaires.

#### **Evidence required**

Three Declaration of technical capacity, one for each lot, shall be presented as evidence of compliance with ESMA technical requirements. These documents are found respectively in:

Annex XI— Lot 1\_Selection criteria\_ Declaration of Technical Capacity

Annex XIV — Lot 2\_Selection criteria\_ Declaration of Technical Capacity

Annex XVIII— Lot 3\_Selection criteria\_ Declaration of Technical Capacity

#### **4. Award of the contract**

Offers are opened and evaluated by a committee, possessing the technical and administrative capacities necessary to give an informed opinion on the offers. The committee members are nominated on a personal basis by the ESMA under guarantee of impartiality and confidentiality. Each of them has equal voting rights.

Only the tenders meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price.

##### **4.1 Technical proposal**

The assessment of technical quality will be based on the ability of the tenderer to meet the purpose of the contract as described in the terms of reference. To this end and to allow the technical evaluation, the technical proposal shall contain the technical information mentioned in each lot technical questionnaire found respectively in :

- Annex X\_Lot 1\_Award criteria\_Technical Questionnaire
- Annex XIII\_Lot 2\_Award criteria\_Technical Questionnaire
- Annex XVII\_Lot 3\_Award criteria\_Technical Questionnaire

The technical proposal (one for each lot) should contain:

- the tenderer proposed approach and the proposed methods to be applied;
- the tenderer limitations and risks of the services to be carried out as well as the proposed migration measures;
- the tenderer work organization and planning
- the tenderer extra products and services portfolio he may be in position to offer in case of ESMA change of needs throughout the duration of the contract (r.f. catalogue).

The information in the technical proposal must be consistent with the terms of reference and must be signed by the tenderer.

##### **4.2 Technical evaluation**

The quality of technical offers will be evaluated in accordance with the award criteria and the associated weighting as detailed in the evaluation grid below.

Please note for each Lot criteria table described below:

- 1- The criteria 2 List are broken down into several questions within each of the technical questionnaire, respectively found in Annex X, Annex XIII and Annex XVII.
- 2- Every of these questions listed under the following sub-criteria (column Criteria 2) will be equally weighted

<b>LOT 1: Mobile telephony</b>			
<b>Criteria 1</b>	<b>Weigh</b>	<b>Criteria 2</b>	<b>Points</b>
Technical	40%	Infrastructure and geographical coverage	30
		SIM cards and related services	20
		Services, Support and Maintenance	30
		Evolution of services	10
		Reporting and Invoicing	10
Economic	60%	Offer competitiveness	100

LOT 2: Fixed telephony			
Criteria 1	Weigh	Criteria 2	Points
Technical	60%	Services, Support and Maintenance	50
		Takeover of the existing lines	40
		Reporting and Invoicing	10
Economic	40%	Offer competitiveness	100

LOT 3: Internet Connectivity			
Criteria 1	Weigh	Criteria 2	Points
Technical	60%	Services, Support and Maintenance	40
		Time for service delivery and coverage	30
		Evolution of services	10
		Reporting and Invoicing	20
Economic	40%	Offer competitiveness	100

Only tenders scoring **70 points** or more (of a maximum of 100) points against the technical award criteria will have their financial proposal evaluated.

### 4.3 Financial proposal

The financial proposal should be presented in the format found in:

Annex VII\_Lot 1\_Financial proposal form

Annex VII\_Lot 2\_Financial proposal form

Annex VII\_Lot 3\_Financial proposal form

### Choice of the selected tender

The contract will be awarded to the tenderer offering the best value for money, taking into account the awarding criteria listed above. No award criteria and sub-criteria other than those detailed above will be used to evaluate the offer.

The weighting of technical and price will be applied as follows:

#### Lot 1:

$$\text{Score for tender X} = \frac{\text{cheapest price}}{\text{price of tender X}} \times 60 + \frac{\text{Total technical score of tender X}}{100} \times 40$$

#### Lot 2&3:

$$\text{Score for tender X} = \frac{\text{cheapest price}}{\text{price of tender X}} \times 40 + \frac{\text{Total technical score of tender X}}{100} \times 60$$

### 4.4 No obligation to award

Completing the procedure of the call for tenders in no way imposes on the ESMA an obligation to award the contract. The ESMA shall not be liable for any compensation with respect to tenderers

whose offers have not been accepted, nor shall ESMA be liable when deciding not to award the contract.

#### **4.5 Notification of outcome**

Each tenderer will be informed in writing about the outcome of the call for tender.

If tenderers are notified that a tender has not been successful, tenderers may request additional information by fax or mail. At the discretion of ESMA, this information can be given in a follow-up letter providing further details in writing, such as the name of the tenderer to whom the contract is awarded and a summary of the characteristics and relative advantages of the successful tender. However, ESMA would like to stress that it is not free to disclose any information affecting the commercial interests of other tenderers.

## *List of Annexes*

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- Annex I — Draft Framework Service contract
- Annex II — Exclusion criteria and non-conflict of interest declaration
- Annex III — Legal entity form
- Annex IV — Financial identification form
- Annex V — Authorised signatory form
- Annex VI — Confirmation of offer submission
- Annex VII - Financial proposal form
- Annex VIII — Tender submission checklist
- Annex IX — Lot 1\_Consumption&market volume
- Annex X — Lot 1\_Award criteria\_Technical Questionnaire
- Annex XI— Lot 1\_Selection criteria\_Declaration of Technical Capacity
- Annex XII — Lot 2\_Consumption&market volume
- Annex XIII — Lot 2\_ Award criteria\_Technical Questionnaire
- Annex XIV — Lot 2\_Selection criteria\_ Declaration of Technical Capacity
- Annex XV — Mobile billing zone description
- Annex XVI — Lot 3\_Network diagram
- Annex XVII — Lot 3\_ Award criteria\_Technical Questionnaire
- Annex XVIII— Lot 3\_Selection criteria\_ Declaration of Technical Capacity



## **Annex I — Draft Framework Service contract**

Please see the attached documents

- Draft framework service contract for Lot 1: Annex I\_Lot 1\_Draft Framework Service Contract
- Draft framework service contract for Lot 2: Annex I\_Lot 2\_Draft Framework Service Contract
- Draft framework service contract for Lot 3: Annex I\_Lot 3\_Draft Framework Service Contract

**Annex II — Exclusion criteria and non-conflict of interest declaration***TO BE COMPLETED AND SIGNED BY THE TENDERER*

The undersigned: \_\_\_\_\_

- in his/her own name (if the economic operator is a natural person or in case of own declaration of a director or person with powers of representation, decision making or control over the economic operator)

or

- representing (if the economic operator is a legal person)

official name in full (only for legal person): \_\_\_\_\_

official legal form (only for legal person): \_\_\_\_\_

official address in full: \_\_\_\_\_

VAT registration number: \_\_\_\_\_

declares that the company or organisation that he/she represents he/she:

- a) is not bankrupt or being wound up, is not having its affairs administered by the courts, has not entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning those matters, and is not in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) or persons having power of representation, decision making or control over it have not been convicted of an offence concerning their professional conduct by a judgment of a competent authority of a Member State which has the force of *res judicata*;
- c) has not been guilty of grave professional misconduct proven by any means which the contracting authorities can justify;
- d) is in compliance with their obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of France and those of the country where the contract is to be performed;
- e) or the persons having power of representation, decision making or control over them have not been the subject of a judgment which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation, money laundering or any other illegal activity detrimental to the Union's financial interests;
- f) following another procurement procedure or grant award procedure financed by the Community budget, has not been declared to be in serious breach of contract for failure to comply with their contractual obligations.

In addition, the undersigned declares on their honor:

- g) they have no conflict of interest in connection with the contract; a conflict of interest could arise in particular as a result of economic interests, political or national affinities, family or emotional ties or any other relevant connection or shared interest;
- h) they will inform the contracting authority, without delay, of any situation considered a conflict of interest or which could give rise to a conflict of interest;



- i) they have not made and will not make any offer of any type whatsoever from which an advantage can be derived under the contract;
- j) they have not granted and will not grant, have not sought and will not seek, have not attempted and will not attempt to obtain, and have not accepted and will not accept any advantage, financial or in kind, to or from any party whatsoever, constituting an illegal practice or involving corruption, either directly or indirectly, as an incentive or reward relating to award of the contract;
- k) that the information provided to ESMA within the context of this invitation to tender is accurate, sincere and complete;
- l) that in case of award of contract, they shall provide the evidence that they are not in any of the situations described in points a, b, d, e above.

For situations described in (a), (b) and (e), production of a recent extract from the judicial record is required or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied. Where the Tenderer is a legal person and the national legislation of the country in which the Tenderer is established does not allow the provision of such documents for legal persons, the documents should be provided for natural persons, such as the company directors or any person with powers of representation, decision making or control in relation to the Tenderer.

For the situation described in point (d) above, recent certificates or letters issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the Tenderer is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.

For any of the situations (a), (b), (d) or (e), where any document described in two paragraphs above is not issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

By signing this form, the undersigned acknowledges that they have been acquainted with the administrative and financial penalties described under art 141 and 145 b of Rules of Applications (Commission Delegated Regulation 1268/2012 of 29/10/12), which may be applied if any of the declarations or information provided prove to be false.

---

Full name

Date

Signature

### **Annex III — Legal entity form**

Please download and complete the appropriate legal entity form:

For individuals:

[http://ec.europa.eu/budget/library/contracts\\_grants/info\\_contracts/legal\\_entities/legEnt\\_indiv\\_en.pdf](http://ec.europa.eu/budget/library/contracts_grants/info_contracts/legal_entities/legEnt_indiv_en.pdf)

For private companies:

[http://ec.europa.eu/budget/library/contracts\\_grants/info\\_contracts/legal\\_entities/legEnt\\_privComp\\_en.pdf](http://ec.europa.eu/budget/library/contracts_grants/info_contracts/legal_entities/legEnt_privComp_en.pdf)

For public entities:

[http://ec.europa.eu/budget/library/contracts\\_grants/info\\_contracts/legal\\_entities/legEnt\\_public\\_en.pdf](http://ec.europa.eu/budget/library/contracts_grants/info_contracts/legal_entities/legEnt_public_en.pdf)



**Annex IV — Financial identification form**

Please download and complete the financial identification form available at:  
[http://ec.europa.eu/budget/library/contracts\\_grants/info\\_contracts/financial\\_id/fich\\_sign\\_ba\\_gb\\_en.pdf](http://ec.europa.eu/budget/library/contracts_grants/info_contracts/financial_id/fich_sign_ba_gb_en.pdf)



**Annex V — Authorised signatory form**

**Address and contact details**

Tenderer Name	
Address	
Post Code	
Tel	
Fax	
Email	
Web Site (if applicable)	
Legal Status	
Contact person for this tender	
Legal signatory(ies)	



**Annex VI — Confirmation of offer submission**

In order to keep track of offers due to arrive, tenderers who do not hand deliver their offers are requested to complete and return this form by fax or email.

**Title: Telecommunications Services Call for tender**

**Publication Reference:** OJ/20/03/2013-PROC/2013/002

Attn: ESMA, Attention to the Procurement Office

Email: [procurement@esma.europa.eu](mailto:procurement@esma.europa.eu)

I have submitted an offer for this call on \_\_/\_\_/\_\_ using the following delivery service:

- Registered mail
- Express mail
- Courier Service
- Other \_\_\_\_\_

Tenderer name:

email:

Telephone number:

## **Annex VII — Financial proposal form**

Please see and fill in the attached excel spreadsheets:

- Lot 1 Financial proposal form: Annex VII\_Lot 1\_Financial proposal form
- Lot 2 Financial proposal form: Annex VII\_Lot 2\_Financial proposal form
- Lot 3 Financial proposal form: Annex VII\_Lot 2\_Financial proposal form

## Annex VIII — Tender submission checklist

The checklist must be used to ensure that you have provided all the documentation for this tender and in the correct way. This checklist should be signed and included in **Envelope A** of your offer.

You must submit your offer in one outer envelope which contains 3 separate inner envelopes clearly marked **Envelopes A, B and C**.

### Please Tick ✓ the boxes provided

#### Envelope 'A' – Administrative documents – must contain

- The duly completed, signed and dated **Exclusion Criteria and Non-Conflict of Interest Declaration**.
- The duly completed, signed and dated **Legal Entity Form(s)**  
The duly completed, signed and dated **Financial Identification Form**  
The **economic and financial capacity documents** requested in section 3.2.2  
The duly completed **Authorised Signatory Form**  
In the case of consortia, a **consortium agreement** and any other documents as requested in section 1.4  
This **tender submission checklist**, completed, signed and dated.

#### Envelope 'B' – Technical proposal – must contain

- One original signed copy and 4 copies of the **technical questionnaire (and its related technical proposal)**  
One original signed copy and 4 copies of the **Declaration of Technical Capacity**

The content of each technical proposal and questionnaire are respectively found in the following annexes:

Annex X — Lot 1\_Award criteria\_Technical Questionnaire

Annex XI— Lot 1\_Selection criteria\_Declaration of Technical Capacity

Annex XIII — Lot 2\_ Award criteria\_Technical Questionnaire

Annex XIV — Lot 2\_ Selection criteria\_Declaration of Technical Capacity

Annex XVII — Lot 3\_ Award criteria\_Technical Questionnaire

Annex XVIII — Lot 3\_ Selection criteria\_Declaration of Technical Capacity



Envelope 'C' – Financial proposal – must contain

- One original signed copy and 4 copies of each submitted Financial proposal forms. The proposal forms are respectively found in the following annexes:

Annex VII\_Lot 1\_Financial proposal form

Annex VII\_Lot 2\_Financial proposal form

Annex VII\_Lot 3\_Financial proposal form

**You should also ensure that:**

Your offer is formulated in one of the official languages of the European Union.

Both the technical and financial proposals of the offer are signed by the tenderer or his duly authorised agent.

Your offer is perfectly legible in order to rule out any ambiguity.

Your offer is submitted in accordance with the double envelope system as detailed in section 1.6.1.

The outer envelope bears the information detailed in section 1.6.1.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_





**Annex IX — Lot 1\_Consumption&market volume**

Please see the attached document

**Annex X — Lot 1\_Award criteria\_Technical Questionnaire**

Please see the attached document

**Annex XI — Lot 1\_Selection criteria\_Declaration of Technical Capacity**

Please see the attached document

**Annex XII — Lot 2\_Consumption & market Volume**

Please see the attached document

**Annex XIII — Lot 2\_Award criteria\_Technical Questionnaire**

Please see the attached document

**Annex XIV — Lot 2\_Selection criteria\_Declaration of Technical Capacity**

Please see the attached document

**Annex XV — Mobile billing zone description**

Zone A : Europe + Dom		Zone B : Maghreb + USA + Canada + Turkey		Zone C : remaining countries	
FR	ENG	FR	ENG	FR	ENG
Açores (les)	The Azores	Albanie	Albania	Afghanistan	Afghanistan
Alands (Îles)	Alands (Islands)	Algérie	Algeria	Afrique du Sud	South Africa
Allemagne	Germany	Biélorussie	Belarus	Antigua & Barbuda	Antigua and Barbuda
Andorre	Andorra	Bosnie Herzégovine	Bosnia Herzegovina	Arabie Saoudite	Saudi Arabia
Antilles	West Indies	Bulgarie	Bulgaria	Arménie	Armenia
Autriche	Austria	Canada	Canada	Aruba	Aruba
Baléares (les)	The Balearic Islands	Chypre	Cyprus	Australie	Australia
Belgique	Belgium	Croatie	Croatia	Azerbaïdjan	Azerbaijan
Canaries (les)	The Canarian Islands	Estonie	Estonia	Bahreïn	Bahrain
Crête (la)	Crete	États-Unis	The United States	Bangladesh	Bangladesh
Danemark	Denmark	Géorgie	Georgia	Bénin	Benin
Désirade	Désirade	Hongrie	Hungary	Bermudes	The Bermuda Islands
Espagne	Spain	Kosovo	Kosovo	Bolivie	Bolivia
Faroé (Îles)	Faroé (Islands)	Lettonie	Latvia	Botswana	Botswana
Finlande	Finland	Lituanie	Lithuania	Brunei	Brunei
Gibraltar	Gibraltar	Macédoine	Macedonia	Burkina Faso	Burkina Faso
Grèce	Greece	Malte (Île de)	Malta (Island)	Burundi	Burundi
Guadeloupe	Guadeloupe	Maroc	Morocco	Cambodge	Cambodia
Guernesey	Guernsey	Moldavie (République de)	Moldavia (Republic of)	Cameroun	Cameroon
Guyane Française	French Guiana	Monténégro	Montenegro	Cap Vert	Cape Verde
Irlande	Ireland	Pologne	Poland	Chili	Chile
Islande	Iceland	Roumanie	Romania	Chine	China
Italie	Italy	Serbie	Serbia	Colombie	Colom-

					bia
Jersey	Jersey	Slovaque (République)	Slovak (Republic)	Congo (République du)	Congo (Republic of)
Liechtenstein	Liechtenstein	Slovénie	Slovenia	Corée du Sud	South Korea
Luxembourg	Luxembourg	Tchèque (République)	Czech (Republic)	Côte d'Ivoire	Ivory Coast
Madère	Madeira	Tunisie	Tunisia	Cuba	Cuba
Man (Île de)	Man (Island of)	Turquie	Turkey	Curaçao	Curaçao
Marie Galante	Marie Galante	Ukraine	Ukraine	Domini- caine (République)	Dominican (Re- public)
Martinique	Martinique			Égypte	Egypt
Norvège	Norway			Émirats Arabes Unis	United Arab Emirates
Pays-Bas	Netherlands			Fidji (Îles)	Fiji (Islands)
Portugal	Portugal			Gabon	Gabon
Réunion (Île de la)	La Réunion (Island)			Gambie	Gambia
Royaume-Uni	The United Kingdom			Ghana	Ghana
San Marin	San Marin			Hong Kong	Hong-Kong
Sardaigne	Sardinia			Inde	India
Sicile	Sicily			Indonésie	Indonesia
St Barthélemy	St Barthélemy			Groenland	Greenland
St Martin	St Martin			Guinée Équatoriale	Equatorial Guinea
Suède	Sweden			Iran (Kish Island)	Iran (Kish Island)
Suisse	Switzerland			Israël	Israel
Vatican (Cité du)	Vatican			Jamaïque	Jamaica
				Jordanie	Jordan
				Kazakhstan	Kazakhstan
				Kenya	Kenya
				Kirghizistan	Kirghizia
				Koweït	Kuwait
				Liban	Lebanon

		Macao	Macao
		Mada-gascar	Mada-gascar
		Malaisie	Malaysia
		Malawi	Malawi
		Maldives (Îles)	The Mal-dive Islands (Islands)
		Mali	Mali
		Maurice (Île)	Maurice (Island)
		Maurita-nie	Maurita-nia
		Mayotte	Mayotte
		Mexique	Mexico
		Mongolie	Mongolia
		Mozam-bique	Mozam-bique
		Namibie	Namibia
		Népal	Nepal
		Niger	Niger
		Nigeria	Nigeria
		Nou-velle-Calédo-nie	New Ca-ledonia
		Nou-velle-Zélande	New Zealand
		Oman	Oman
		Ouganda	Uganda
		Ouzbé-kistan	Uz-bekistan
		Pakistan	Pakistan
		Palestine	Palestine
		Philip-pines	The Phi-lippines
		Polyné-sie Fran-çaise	French Polyne-sia
		Qatar	Qatar
		Russie	Russia
		Rwanda	Rwanda
		Salvador	Salvador
		Sénégal	Senegal
		Sey-chelles	Sey-chelles
		Singa-pour	Singa-pore
		Soudan	Sudan

		Sri Lanka	Sri Lanka
		Suriname	Suriname
		Swaziland	Swaziland
		Syrie	Syria
		Tadjikistan	Tadjikistan
		Taiwan	Taiwan
		Tchad	Chad
		Thaïlande	Thailand
		Togo	Togo
		Trinidad & Tobago	Trinidad and Tobago
		Venezuela	Venezuela
		Viêt-nam	Vietnam
		Yémen	Yemen
		Zambie	Zambia
		Zimbabwe	Zimbabwe
		+ les opérateurs Nextel en Argentine, Brésil, Pérou	+ Service provider Nextel in Argentina, Brazil, Peru



**Annex XVI — Lot 3\_Network diagram**

Please see the attached document

**Annex XVII — Lot 3\_Award criteria\_Technical Questionnaire**

Please see the attached document

**Annex XVIII— Lot 3\_Selection criteria\_Declaration of Technical Capacity**

Please see the attached document