

Luxembourg-Luxembourg: World wide web (www) site design services

OJ S 15/2016 22/01/2016

Contract notice

Supplies

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Société de l'Aéroport de Luxembourg S.A.

Postal address: B.P. 635

Town: Luxembourg

Postal code: 2016

Country: Luxembourg

Contact person: Luxembourg Airport Terminal A

For the attention of: Mr Chris Bruck (consultant)

E-mail: webtender@lux-airport.lu

Internet address(es):

General address of the contracting authority: <http://www.lux-airport.lu>

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address

I.2. Type of the contracting authority

Other: Airport under supervision of the Ministry of Sustainable Development and Infrastructure

I.3. Main activity

Other: airport

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

New Website and Mobile Application.

II.1.2. Type of contract and place of performance or delivery

Supplies

Main site or place of performance: Luxembourg Airport.

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system

II.1.4. Information about framework agreement

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

1) Website (general requirements):

- Include dark site for crisis communications;
- Functionality as per Worksheet;
- Website shall be easy to use and elegant/professional looking;
- Web pages pre-formatted for print/1 click print whenever needed;
- Fast loading pages on the average computer;
- Compatibility with main web browsers;
- Content expiration and archiving functionality shall be built-in;
- Extensive search capability shall be included. Search will include all web-pages, documents and collateral housed on the website;
- Website shall provide a 'rich' user experience (video, graphics, etc.);
- Created so that it is search engine optimized;
- Intuitive navigation;
- Social media republishing/RSS;
- Capabilities to translate content to foreign languages (English, French, German) on demand;
- Preserve URLs of existing web-pages so as not to lose ranking in search engines;
- After go live, optimize web-pages to address any issues discovered;
- Allow for future services such as a moderated customer service portal.

2) Mobile application (general requirements):

- Native development for both iOS and Android, unless it is demonstrated that hybrid development attains same quality level or maintenance of key functionality would be impossible (e.g. loyalty program integration by third party).
- iOS and Android old versions backward compatibility to be discussed.
- Hosted solution: Lux-Airport will make available to the proposed developer all source data such as flight and concession information on a scheduled basis in XML format or through other web services.
- Metrics dashboard and reporting for app: Required metrics will need to be provided for total app downloads per platform; number of unique and returning users and frequency; utilization by language (how many downloads per language); top features used within the applications; screen flow: where are users staying the longest and where do they drop off the app; usage duration: how long are our users on the app; deletions of the app. If possible, additional metrics are: top locations of users on the app; age and gender of users on the app; times of day of usage; app load time; app share/send (via the Stores).

3.) Maintenance/Management:

Applicants are requested to include a drafted maintenance and service contract proposal in their offer covering the 1st year after implementation. Said proposal constitutes a non-binding example for the given time frame in strict accordance with the applicant's pricing policy. It serves as comparative means under the present tender to evaluate the applicant's offer. The actual terms and duration of the maintenance and service contract being part of the present tender will be addressed during the negotiation rounds following the pre-selection process.

II.1.6. CPV code(s)

72413000 World wide web (www) site design services, 72416000 Application service providers

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

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: yes

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: no

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

Duration in months: 7 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

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

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Applicants are to submit all company (and subcontractor) documentation listed below:

- a) Certificate and Articles of Incorporation;
- b) Articles of Association;
- c) VAT Registration;
- d) Income Tax / Social Security Certificates;
- e) Details of share capital;
- f) Details of shareholders;
- j) Most recent annual accounts;
- k) Proof of no past or pending criminal records;
- l) Proof of confirmed experience in the aviation industry;
- m) Proof of a 3 year professional experience;
- n) Non-disclosure agreement to be signed.

Further requirements upon award of the market: Insurance certificate for third party liability provided by an insurance company established in a European member state.

III.2.2. Economic and financial ability

List and brief description of conditions: — Applicant (and partner, when applicable) profile including number of employees, annual revenues, and core competencies.

- Applicant (and partner, when applicable) description of reference works performed for the aviation industry in general, and airports in particular, including examples of other work deemed relevant for this RFP.
 - Description of team working on the lux-Airport account, with particular emphasis on team members who have worked on referenced aviation industry digital assets.
 - Proposed approach, work plan, time line.
 - Applicant's standard rate card of services.
- Minimum level(s) of standards possibly required: — Confirmed experience in the aviation industry;
- Confirmed 3 year professional experience.

III.2.3. Technical and professional ability

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

III.3.2. Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated yes

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Criteria below

1. Responsiveness to work scope and program needs. Weighting 30
2. Cost and time effectiveness. Weighting 30
3. Demonstrated experience in similar projects. Weighting 20
4. Personal assigned: bios and qualifications specific to aviation industry. Weighting 10
5. Overall quality of the proposal. Weighting 10

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

IV.3.2. Previous publication concerning this procedure

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: 15.2.2016 - 18:00
Payable documents: no

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

7.3.2016 - 18:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

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

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

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

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Administratif
Postal address: Nouvel Hémicycle, 1 rue du Fort, Thüngen
Town: Luxembourg
Postal code: 1499
Country: Luxembourg
Telephone: +352 421051
Fax: +352 421057889

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: Summary and extraordinary appeal procedures (requêtes en référé) can be lodged during fifteen (15) days following the designation of the winning candidate.
Full appeal procedures (recours en annulation) can be lodged during three (3) months following the designation of the winning candidate.

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

21.1.2016