

B-Brussels: Study on standards terms and performance criteria in service level agreements for cloud computing services — SMART 2013/0039

OJ S 115/2013 15/06/2013

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: European Commission, DG Communications Networks, Content and Technology

Postal address: BU25 3/131

Town: Brussels

Postal code: 1049

Country: Belgium

For the attention of: Ken Ducatel

E-mail: cnect-e2@ec.europa.eu

Telephone: +32 22956867

Internet address(es):

General address of the contracting authority: http://ec.europa.eu/dgs/connect/index_en.htm

Address of the buyer profile: <http://ec.europa.eu/digital-agenda/en/newsroom/all/1374>

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

European institution/agency or international organisation

I.3. Main activity

Other: Communications networks, content and technology.

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**

Study on standards terms and performance criteria in service level agreements for cloud computing services — SMART 2013/0039.

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

Services

Service category No 10: Market research and public opinion polling services

Main site or place of performance: Contractor's premises.

NUTS code

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

The notice involves a public contract

II.1.4. Information about framework agreement

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

The study will allow testing of the outputs of a stakeholder based process to develop service level agreements (SLAs) between cloud providers and professional cloud users. Cloud SLAs are particularly hard to define given, inter alia, jurisdictional uncertainty (the applicable law with which the users have to comply), elasticity in service provisioning (making it hard to fix key performance criteria), nested value chains (defining liability is complex).

II.1.6. CPV code(s)

79314000 Feasibility study

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: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Maximum value: 250 000 EUR.

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: 18 (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

See tender specifications and model service contract.

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

See tender specifications and model service contract.

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

See tender specifications.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

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: See tender specifications.

III.2.2. Economic and financial ability

List and brief description of conditions: See tender specifications.

III.2.3. Technical and professional ability

List and brief description of conditions:
See tender specifications.

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. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

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

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

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

SMART — 2013/0039.

IV.3.2. Previous publication concerning this procedure

Prior information notice

Notice number in the OJ S: [2013/S 63-104533](#) of 29.3.2013

IV.3.3.

Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

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

19.7.2013 - 16:00

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

Any EU official language

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

Duration in months: 9 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Date: 29.7.2013

Place:

Commission Building BU25, avenue de Beaulieu, SdR3, 3rd floor, 1160 Brussels, BELGIUM.

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

Information about authorised persons and opening procedure: 1 authorised representative of each tenderer may attend the opening of tenders. Tenderers who wish to attend the opening session have to inform Ms Agnieszka Wodecka by e-mail (agnieszka.wodecka@ec.europa.eu) or fax (+32 22967018) or letter at least 24 h in advance.

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: yes

Identification of the project: CIP ICT-PSP 2013 Work Programme.

VI.3. Additional information

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 review

VI.4.1. Review body

Official name: General Court

Postal address: rue du Fort Niedergrünwald

Town: Luxembourg

Postal code: 2925

Country: Luxembourg

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

Telephone: +352 4303-1
Fax: +352 4303-2100
Internet address: <http://curia.europa.eu>

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: Within 2 months of the notification to the plaintiff, or, in absence thereof, of the day on which it came to the knowledge of the plaintiff. 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 review procedure may be obtained

Official name: European Commission, Directorate-General for Communications Networks, Content and Technology, Unit E2: Software and Services, Cloud, attention: Mr Ken Ducatel
Postal address: Office: BU25 3/131
Town: Brussels
Postal code: 1049
Country: Belgium
E-mail: ken.ducatel@ec.europa.eu
Internet address: http://ec.europa.eu/dgs/connect/index_en.htm

VI.5. Date of dispatch of this notice

5.6.2013