

Belgium-Brussels: Computer-related management services
OJ S 132/2016 12/07/2016
Contract notice – utilities
Services

Directive 2004/17/EC

Section I: Contracting entity

I.1. Name and addresses

Official name: International Post Corporation

National registration number: 0436.501.681

Postal address: Avenue du Bourget 44

Town: Brussels

Postal code: 1130

Country: Belgium

For the attention of: Chris Kalla Bishop

E-mail: unex-fom@ipc.be

Telephone: +32 27247211

Fax: +32 27260425

Internet address(es):

General address of the contracting entity: <http://www.ipc.be>

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from: the abovementioned address

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

I.2. Main activity

Postal services

I.3. Contract award on behalf of other contracting entities

The contracting entity is purchasing on behalf of other contracting entities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting entity

IPC — End-to-End QoS Measurement.

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

Services

Service category No 7: Computer and related services

Main site or place of performance: Europe, Australia, New Zealand, Canada, USA, Russia and Serbia.

NUTS code AT Österreich, BE Belgique / België, BG България / Bulgaria, CH Schweiz / Suisse / Svizzera, CY Κύπρος / Kýpros, CZ Česko, DE Deutschland, DK Danmark, EE Eesti, ES España, FI Suomi / Finland, FR France, GR ELLADA, HR Hrvatska, HU Magyarország, IE Éire / Ireland, IS Ísland, IT Italia, LT Lietuva, LU Luxembourg, LV Latvija, MT Malta, NL Nederland, NO Norge, PL Polska, PT Portugal, RO România, SE Sverige, SI Slovenija, SK Slovensko, UK United Kingdom

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)

IPC is looking for a supplier to set up and run an end-to-end test letter measurement, including panel recruitment, test letter production, validation and panel management activities for a continuous postal quality of service measurement. This involves (amongst other things, and subject to additional requirements, limitations, clarifications, etc. contained in the definition and /or description of lots, variants and options, as per this contract notice or subsequent tender documents) the preparation, induction and receipt by sender and receiver panellists of test letters (P, G and/or packets letter mail formats), the use of RFID transponders, the recruitment and management of the panellists, the validation of the activities by the panel and the data provided by the panel, the return process of the RFID transponders and provision of relevant data to IPC.

II.1.6. CPV code(s)

72510000 Computer-related management services

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

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Information about 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: yes

II.2. Scope of the procurement

II.2.1. Total quantity or scope

The scope of the contract is to set up and run a continuous measurement of the Quality of Service for postal cross-border letter mail products. Quantity, scope and contractual structure will be further detailed in the tender documentation.

II.2.2. Information about options

Options: yes

Description of options: Required options will be further detailed in the tender documentation.

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals:

Range: between 1 and 3

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

Duration in months: 48 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: European CEN measurement

1) Short description

Lot 1 covers the Quality of Service measurement in Europe that monitors the Speed and

Reliability indicators as set out in the EU Postal Directive. This end-to-end cross-border test letter measurement has to be run in compliance with the CEN EN 13850:2012 standard. As per the main scenario, contractors should use IPC's IT tools and no transponders. This is without prejudice to the variants and options that will be defined in the tender documents.

2) CPV code(s)

72510000 Computer-related management services

3) Quantity or scope

The scope of the contract is to set up and run this measurement in 32 countries (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, RO, RS, SE, SI and SK) with around 55 000 test letters and approximately 720 senders and receivers panellists.

5) Additional information about lots

Subject to further requirements, limitations and/or clarifications in the tender documents, bidders will be invited to submit an offer for the following variants or options and to describe, in that case, the related cost model improvement and/or economies of scale:

- Running the Quality of Service measurement with limited use of IPC's UMMS tool and the use of their own IT tool for specific QoS monitoring activities;
- Running the Quality of Service measurement with RFID transponders in a limited set of flows.

Lot No: 2

Lot title: Worldwide Operations measurement for PG letter mail

1) Short description

Lot 2 covers the worldwide cross-border Quality of Service measurement of the P (Petit or C6 and C5 envelopes) and G (Grand or C4 envelopes) priority (or airmail) letter mail between countries in Europe, North America and Asia-Pacific. As per the main scenario, contractors should use IPC's IT tools and active and passive technology combined into a single TP. This is without prejudice to the variants, options or combinations of lots that will be defined in the tender documents.

2) CPV code(s)

72510000 Computer-related management services

3) Quantity or scope

The scope of the contract is to set up and run this measurement in 24 countries (AT, AU, BE, CA, CH, CY, DE, DK, ES, FI, FR, GB, GR, HU, IE, IS, IT, LU, NL, NO, NZ, PT, SE and US) with around 50 000 test letters and approximately 440 senders and receivers panellists. All test letters will have a RFID transponder included.

5) Additional information about lots

Subject to further requirements, limitations and/or clarifications in the tender documents, bidders will be invited to submit an offer for the following variants, options or combinations of lots and to describe, in that case, the related cost model improvement and/or economies of scale:

- Running the Quality of Service measurement with limited use of IPC's UMMS tool and the use of their own IT tool for specific QoS monitoring activities;
- Running the Quality of service measurement for both P and G format letter mail (lot 2) and E format letter mail (lot 3); this variant is based on the contractor using IPC UMMS tool only; the bidder will, in that case, describe economies of scale, as provided for by article 88 of the

Royal Decree of 16.7.2012;

— Running the Quality of service measurement for both P and G format letter mail (lot 2) and E format letter mail (lot 3); this variant is based on the contractor having a limited use of IPC UMMS tool and use of their own IT tool for specific QoS monitoring activities; the bidder will, in that case, describe economies of scale, as provided for by article 88 of the Royal Decree of 16.7.2012;

— Adding 3 more countries: PL, CZ and SK.

Lot No: 3

Lot title: Worldwide Operations measurement for untracked packets

1) Short description

Lot 3 covers the worldwide cross-border Quality of Service measurement of the E format letter mail (i.e. untracked packets) priority (or airmail) between 16 countries in Europe, North America and Asia-Pacific. As per the main scenario, contractors should use IPC's IT tools and active and passive technology combined into a single TP. This is without prejudice to the variants, options or combinations of lots that will be defined in the tender documents.

2) CPV code(s)

72510000 Computer-related management services

3) Quantity or scope

The scope of the contract is to set up and run this measurement in 16 countries (BE, CH, DE, DK, ES, FI, GB, IE, IS, IT, NL, NO, NZ, PT, SE and US) with around 55 000 test letters and approximately 400 senders and receivers panellists. All test letters will have a RFID transponder included.

5) Additional information about lots

Subject to further requirements, limitations and/or clarifications in the tender documents, bidders will be invited to submit an offer for the following variants, options or combinations of lots and to describe, in that case, the related cost model improvement and/or economies of scale:

— Running the Quality of Service measurement with limited use of IPC's UMMS tool and the use of their own IT tool for specific QoS monitoring activities;

— Running the Quality of service measurement for both P and G format letter mail (lot 2) and E format letter mail (lot 3); this variant is based on the contractor using IPC UMMS tool only; the bidder will, in that case, describe economies of scale, as provided for by article 88 of the Royal Decree of 16.7.2012;

— Running the Quality of service measurement for both P and G format letter mail (lot 2) and E format letter mail (lot 3); this variant is based on the contractor having a limited use of IPC UMMS tool and use of their own IT tool for specific QoS monitoring activities; the bidder will, in that case, describe economies of scale, as provided for by article 88 of the Royal Decree of 16.7.2012;

— Adding 3 more countries: PL, CZ and SK.

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

As shown in the tender documentation.

III.1.2.

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

As shown in the tender documentation.

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

Incorporated company or consortium (subject to restrictions in the tender documents).

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: At the selection stage, the capability and capacity of the candidates will be assessed on the basis of experience in supplying comparable services. The legal position and financial position will also be assessed. The information provided by the candidates with their request for participation will cover the preceding and will at least include the current and certified copies of by-laws, board membership and trade registry excerpts. The candidates will also provide IPC, with their request to participate, with all information and documents evidencing that they are not in 1 or more cases of exclusion as set forth by article 61 of the Royal Decree of 15.7.2011. The tender documentation may specify further information that would be required at a later stage.

III.2.2. Economic and financial ability

List and brief description of conditions: At the selection stage, the economic and financial capacity of the candidates will be assessed on the basis of the current credit rating report (Experian or similar), the group and/or company structure, the balance sheets for the entire group and/or the company for at least the last 3 most recent years, the attestations from the social security, VAT and direct tax authorities certifying that there are no social security or tax arrears. The candidates will thus provide such information and documents together with their request to participate. The tender documentation may specify further information that would be required at a later stage.

III.2.3. Technical and professional ability

List and brief description of conditions: At the selection stage, the technical capacity of the candidates will be assessed on the basis of evidence of successful implementation and operation of similar services or comparable experience and expertise effected by candidates during the past 5 years, with scope, date and clients.

In particular, candidates shall have to demonstrate their experience in the following fields:

1. Managing successfully cross-border projects in Quality of Service;
 2. International with postal operators;
 3. Proven experience and expertise of at least 5 years in the business of postal quality of service panel management (in different countries) and/or cross-border postal measurement.
- The candidates will provide such information and documents together with their request to participate. The tender documentation may specify further information that would be required at a later stage.

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: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures): no

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of the criteria stated in the specifications or in the invitation to tender or to negotiate

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 entity

IV.3.2. Previous publication concerning this procedure

Notice on a buyer profile

Notice number in the OJ S: [2016/S 128-231010](#) of 6.7.2016

IV.3.3. Conditions for obtaining specifications and additional documents

(except for a DPS)

Time limit for receipt of requests for documents or for accessing documents: 21.7.2016 - 14:00

Payable documents: no

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

29.7.2016 - 12:00

IV.3.5. Languages in which tenders or requests to participate may be submitted

English.

IV.3.6. Minimum time frame during which the tenderer must maintain the tender

IV.3.7. 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

UNEX is a trademarked Quality of Service measurement solution run by IPC on behalf of its shareholder postal operators and other postal operators participating in the measurements. The data and outcomes of the different lots described here above are used by the participating postal operators to monitor their part of the international postal pipeline and identify bottlenecks within their operations (lots 2 and 3).

In-line with the EU Postal Directive, the universal service providers in Europe need to provide feedback on the quality provided to the postal customers in Europe. For this purpose, the Lot 1 measurement, run in compliance with the CEN EN 13850:2012 standard, publishes annually the postal performance in the European area.

For more information on UNEX and overall Quality of Service solutions by IPC, please visit the website: www.ipc.be

The candidates' request to participate will notably contain all the information and documents required under Section III.2) of this contract notice and will allow to demonstrate that the conditions for participating outlined in the same section, in terms of economical, technical and financial capacity are met. On the basis of the same information and documents, IPC will proceed to a 1st selection of the candidates after the receipt of the request to participate.

IPC may decide, at that stage, to select only a limited number of candidates to participate to the next stage of the negotiation and to file a bid. This is without prejudice to IPC's right to select the other candidates at a later stage.

Only the selected candidates will receive the tender document and will be invited to file a bid. The non-selected candidates will have no claim whatsoever against IPC for any direct, indirect or consequential damage whatsoever in relation to their non-selection, to the filing of their request to participate or to their participation in this tender.

This contract notice is established in English and in French. In the event of contradiction, the English version prevails over the French version.

The potential candidates may send their questions regarding this contract notice to IPC in English until 21 July at 14:00. Such questions must be sent by e-mail exclusively to the contact point, as defined in Section I.1)

IPC will only be able to respond at this stage to questions relating to purely practical issues concerning the submission of the potential candidates' request to participate and will not respond, e.g. to questions with regard to the description of the contract, lots, variants or options, which will be elaborated upon in the subsequent tender documentation.

The time limits for receipt of a request for additional information (Section IV.3.3)) and for a request to participate (Section IV.3.4)) correspond to Central European Time (CET).

The term of the running part, as referred to under Section II.3) will be four (4) years, including, as the case may arise, 1 or more renewals, but without taking into account the set up and implementation initial phase (as further developed in the tender documentation).

VI.4. Procedures for review

VI.4.1. Review body

Official name: (Chairman of) the Court of First Instance

Postal address: Rue des quatre Bras 13

Town: Brussels

Postal code: 1000
Country: Belgium
Fax: +32 25088701

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: In accordance with Belgian Procedural laws. Within 15 days following the notification of information on the award decision.

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

VI.5. Date of dispatch of this notice

7.7.2016