

Request for Proposal (RfP)

IT Outsourcing Services (Infogérance Informatique) November 22nd, 2023

1. Context

EIT Manufacturing (KIC) is focused on promoting entrepreneurship, innovation, and education in the domain of Manufacturing. EIT Manufacturing brings together leading organizations along the entire value chain from smaller companies to larger industry, excellent academic and research institutions, as well as public sector organizations, to promote the transformation of manufacturing towards the digital economy, towards the circular economy and the decarbonization of industry, by removing barriers to innovation, promoting talent and education, leveraging enabling technologies and exploiting big data.

EIT Manufacturing is an association under the law 1901 created in 2019. Along with the EIT Manufacturing there are 8 (eight) other KICs with the aim to lead the action and create services across Europe, improving the competitiveness of European companies.

EIT Manufacturing is currently searching for an experienced and tech-savvy external service provider to take care of its IT needs.

2. Service Description

For the purposes of satisfying the needs of the Association, EIT Manufacturing needs to acquire IT Outsourcing Services ("Infogérance Informatique").

The Supplier will support the internal Information Technology team of the Association in the management and support of IT activities. The supplier will be providing the following services:

1) Infrastructure Management:

Server maintenance and monitoring.

Network design, implementation, and optimization.

Storage management and backup solutions.

Wifi networking.

Printers' maintenance and refilling inks.

Virtual meeting rooms.



2) Materials (laptops, printers, etc):

Assisting in furnishing IT Materials.

3) Help Desk and User Support:

Providing a ticketing system to allow help desk and user support.

Providing a remote agent deployed to allow a remote assistance to user.

Providing technical support to end-users.

Troubleshooting hardware and software issues.

Managing and resolving service tickets.

4) Security Services:

Implementing and maintaining cybersecurity measures.

Conducting regular security audits.

Responding to security incidents and breaches.

5) Data Management:

Database administration and optimization.

Data backup and recovery services.

Data migration and integration (the costs and conditions of this activity will depend on data quantity and complexity of the assistance to be provided by the supplier).

6) Cloud Services:

Cloud infrastructure management (IaaS).

Platform as a Service (PaaS) offerings.

Software as a Service (SaaS) solutions.

Hosting web platform offerings.

Hosting web platform solutions.

Hosting web platform maintenance.

Domain names (buying, maintenance, renewal).

Security solutions for Hosting web platform.

7) Vendor Management:

Coordinating with third-party vendors (Microsoft, Adobe, Cisco Meraki, etc).

Managing software and hardware licenses.

Ensuring compliance with vendor agreements.

8) IT Strategy and Consulting:

Providing strategic IT advice.

Aligning IT strategies with business goals.

Technology road mapping.

9) Training and Knowledge Transfer:

Conducting training sessions for end-users.

Knowledge transfer to in-house IT teams.

Documentation of systems and processes.

10) Disaster Recovery Planning:

Assisting in developing, implementing, testing and maintaining disaster recovery plans.

Implementing backup strategies.

Ensuring business continuity in case of disasters.

11) Compliance and Regulatory Adherence as structured and defined by EITM:

Ensuring compliance with industry regulations.

Adhering to data protection and privacy laws.

Assisting in developing, implementing, testing, maintaining data protection and privacy strategies.

Facilitating audits when necessary.

12) Technology Upgrades and Refresh:

Planning and implementing hardware upgrades.

Updating software and firmware.

Evaluating and recommending new technologies.

13) Performance Monitoring and Optimization:

Monitoring system performance and responsiveness.

Implementing optimizations for better efficiency.

Capacity planning for future growth.

14) Financial Management:

Budgeting and cost control.

Invoice management and reconciliation.

Providing cost-effective recommendations on solutions.

15) Reinforcement of Cybersecurity:

Implementation Webroot full package.

Facilitate comprehensive phishing awareness campaigns to assess employee maturity and awareness levels, while simultaneously defining and implementing reinforcement measures such as enhancing DNS Protection and Web filtering access, including the prohibition of connections to identified websites.

Facilitate training session for employees.

- 16) Other possible services related to the scope of the IT Outsourcing Services (“Infogérance Informatique”).

The proposals submitted in this RfP must follow the informed estimated hours and maximum budget, subject to the potential supplier's exclusion from the procurement process.

3. Deliverables

As deliverables the supplier is expected to provide:

1) Infrastructure Management:

Monthly server performance reports.

Network design documentation.

Regular backup and recovery status reports.

2) Help Desk and User Support:

Monthly help desk performance reports.

Resolved service ticket summaries.

User satisfaction surveys and feedback.

3) Security Services:

Quarterly security audit reports.

Incident response documentation.

Security patching and update reports.

4) Data Management:

Database performance reports.

Data backup and recovery documentation.

Data migration and integration plans (the costs and conditions of this activity will depend on data quantity and complexity of the assistance to be provided by the supplier).

5) Cloud Services:

Cloud infrastructure provisioning documentation.

Monthly usage and billing reports.

Recommendations for optimizing cloud resources.

6) Vendor Management:

Vendor communication logs.

License compliance reports.

Vendor agreement summaries.



7) Training and Knowledge Transfer:

Training session attendance logs.

Knowledge transfer documentation.

Updated system and process documentation.

8) Disaster Recovery Planning:

Tested disaster recovery plans with results.

Backup and recovery testing reports.

Business continuity status reports.

9) Compliance and Regulatory Adherence:

Compliance audit reports.

Documentation of adherence to data protection laws.

Records of regulatory certifications.

10) Technology Upgrades and Refresh:

Hardware and software upgrade plans.

Implementation reports for upgrades.

Recommendations for future technology investments.

11) Performance Monitoring and Optimization:

Performance optimization reports.

Capacity planning documentation.

Recommendations for system improvements.

12) Financial Management:

Budget reports and forecasts.

Invoice reconciliation documentation.

Cost-saving recommendations.

13) Phishing Awareness Campaign Reports:

Detailed summaries of phishing campaigns, including employee participation rates, click-through rates, and overall awareness levels.

Analysis of common vulnerabilities and areas for improvement based on employee responses and actions during simulated phishing scenarios.

14) DNS Protection and Web filtering Enhancement Documentation:

Comprehensive documentation outlining the strengthened DNS Protection measures, including configuration changes and updates.

Detailed report on the implementation of reinforced Web filtering access, highlighting restricted websites and associated policies.

15) Post-Implementation Evaluation and Recommendations:

Evaluation report on the effectiveness of the implemented measures in reducing phishing incidents and enhancing overall security awareness.

Recommendations for continuous improvement, including additional training or adjustments to DNS Protection and Web filtering strategies based on post-implementation analysis.

16) Other possible services related to the scope of the IT Outsourcing Services (“Infogérance Informatique”).

4. Timeline

The deadline to submit the offer is **22/12/2023** and the awarded tenderer shall provide the Services as described in this RFP until the expiration date of the contract.

The indicative timeline for the call for proposals is as follows:

Activity	Responsible	Date
RFP opening	EIT Manufacturing	22/11/2023
Offer submission	Supplier	22/12/2023
Evaluation and notification of award	EIT Manufacturing	26/12/2023
Contract signature	EIT Manufacturing & selected supplier	02/01/2024

All offers shall be submitted within the above-mentioned deadline to the following email: procurement@eitmanufacturing.eu

5. Evaluation Criteria and Award Notification

Timely received proposals submitted by the tenderers will be examined, evaluated, and compared in accordance with the following criteria and the contract shall be awarded to the highest ranked tenderer. The decision will be made according to the “Best Value for Money” principle. The award criteria will be the following:

- a) Price (hourly rate and/or overall price) (25%)
- b) Prior experience in similar tasks (30%)
- c) Good knowledge on the activities of the European Institute of Innovation & Technology (EIT) and of EIT Manufacturing (20%)
- d) Good knowledge of Knowledge Innovation Communities (KICs) reporting tools and obligations and KICs project management (25%)

An Evaluation Committee of 3 people will be established. Each bid will be evaluated and ranked according to the criteria above.

The compliance with the principles of transparency, non-discrimination, equal treatment, and absence of conflict of interest will be ensured.

The successful and unsuccessful tenderers will be informed in writing (via email) about the result of the award procedure. In case the winning tenderer is unable to enter the contract, EIT Manufacturing may decide to contract the supplier receiving the second highest ranking.



Upon request from the tenderer concerned, EIT Manufacturing will as quickly as possible, and in any event within 15 calendar days from receipt of a written request, inform:

- any unsuccessful candidate of the reasons for the rejection of its request to participate,
- any unsuccessful tenderer of the reasons for the rejection of its tender, including, if this is the case, its decision that the works, supplies or services do not meet the performance or functional requirements,
- any tenderer that has made an admissible tender of the characteristics and relative advantages of the tender selected as well as the name of the successful tenderer or the parties to the awarded contract,
- any tenderer that has made an admissible tender of the conduct and progress of negotiations and dialogue with tenderers.

Information referred to above may be withheld where the release of such information would be contrary to the public interest, would prejudice the legitimate commercial interests of an economic operator, or might prejudice fair competition between economic operators.

Should there be a suspicion that the provider will not be able to perform according to the price offered, EIT Manufacturing has the right to ask for explanations and may reject the tender where the evidence supplied does not satisfactorily account for the low level of price or cost proposed.

Complementary Note on the Evaluation Process:

After the initial evaluation of submitted proposals, it is possible that the potential top-ranked suppliers may be shortlisted for participation in a Pitch Session or in a set of interviews. It is important to emphasize that the evaluation will be conducted in strict accordance with the criteria outlined in the published Request for Proposal (RfP).

The primary objective of the Pitch Session or Interviews is to facilitate a deeper understanding of the received proposals, provide an opportunity to elaborate on specific details, and allow the EIT Manufacturing to get to know the team of professionals better. During this session, the shortlisted suppliers will have the chance to present their proposals, clarify any questions, and discuss how your firm can best meet the needs of EIT Manufacturing.

Further details regarding the Pitch Session or Interviews, including dates and logistics, will be communicated to the shortlisted suppliers following the initial evaluation of proposals.

6. Complaint procedure

Tenderers believing that they have been harmed by an error or irregularity during the award process may file a complaint. Appeals shall be addressed to EIT Manufacturing **only** via the following email address procurement@eitmanufacturing.eu. The tenderers have **5 (five)** days to file their complaints from the date of receipt of notification of the results.

In your application to EIT Manufacturing the complainant shall explain what procedural aspects they consider having been violated along with any recommendations or remarks. Such charges need to be supported with data and facts and, if possible, – documentation. An appeal whose sole purpose is to obtain a second evaluation for no reason other than that the complainant disagrees with the final award decision is to be rejected.

7. Negotiations & Clarifications

Negotiations can be held in the following cases:



- if it is identified that the scope of services issued by EIT Manufacturing is not detailed enough, incomplete or some areas are lacking crucial information to complete the procedure for direct awards;
- if EIT Manufacturing has the intention to reduce the offered prices to find the best value for money;
- if all submitted prices are above the planned budget and it is everyone's interest to finish the procedure with success – in that case, price negotiation can take place. During a price negotiation, all tenderers are called to lower their prices by the same deadline in a written form.

EIT Manufacturing can organize as many rounds of negotiation as it is needed during the procedure in order to reach the highest quality of proposals and the best price.

Whenever possible, the negotiations should be carried out in writing, however, in special cases, video conference or even live negotiation can be organized. EIT Manufacturing also reserves the right to invite the tenderers to an individual meeting before the final award of contract in order to clarify details and ambiguities.

In case of obvious or perceived errors or omissions in the RfP, Tenderers can request additional information or clarifications by the deadline provided in the above timeframe through email at procurement@eitmanufacturing.eu.

Upon receipt of the bids, they will be reviewed, and additional details will be requested from the tenderers as needed. The requests as well as the answers are to be submitted written by e-mail. Where information or documentation to be submitted by tenderers is incomplete or erroneous or where specific documents are missing, EIT Manufacturing staff may request the party concerned to submit, supplement, clarify or complete the relevant information or documentation within 3 day(s).

Bid preparation costs are not reimbursable and must be borne by the tenderers.

EIT Manufacturing owns all bids received in this RFP. Proprietary information of vendors in the bids will be kept strictly confidential. The offers as well as the contract may be submitted for audits.

8. Contract

The final award does not yet constitute the Contract. The Contract will be concluded at the time of signature by the Supplier and EIT Manufacturing. The winning supplier will be sent the contract to be signed (indicating the deadline by which the signed contract should be returned to EIT Manufacturing).

The invoicing will be based on a mutually agreed schedule; it will be detailed in the contract. The contract is estimated to be signed by January 2024, and will have a maximum duration of **1 (one) year** with the possibility of renewal by mutual agreement between the parties.

The tenderer agrees that the total value of the contract to be signed with EIT Manufacturing for the mentioned period will in no way exceed the bid (the amount contained in the offer) of the tenderer.

The awarded supplier will be requested to sign Standard Contractual Clauses (SCC) if no other GDPR compliant safeguards exist, and the supplier is located in a country for which the EU commission has not issued an adequacy decision.

9. Confidentiality Obligation

All information, whether written or oral, exchanged between the parties involved in this Request for Proposals (RfP) process, hereinafter referred to as the "Parties" shall be considered confidential and proprietary.



The Parties agree not to disclose, provide access to, or otherwise make available any confidential information to any third parties, including but not limited to individuals, companies, or organizations, who are not directly involved in the RfP process, without the express written consent of the disclosing Party.

“Confidential Information” shall encompass, without limitation, all data, documents, proposals, discussions, designs, specifications, financial information, technical data, trade secrets, and any other information disclosed by one Party to the other during the course of the RfP process.

The obligations of confidentiality shall not apply to information that is:

- a) Publicly available at the time of disclosure or subsequently becomes publicly available through no fault of the receiving Party.
- b) Already in the possession of the receiving Party prior to disclosure and not subject to an existing confidentiality obligation.
- c) Disclosed to the receiving Party by a third party with the legal right to do so without breaching any confidentiality obligations.
- d) Required to be disclosed by law, court order, or governmental regulation, provided that the disclosing Party is promptly notified and given the opportunity to seek a protective order.

Any Party found in breach of this confidentiality clause shall be subject to legal measures, including but not limited to litigation, injunctive relief, and monetary damages, as deemed appropriate by the disclosing Party.

The obligations of confidentiality as set forth in this clause shall survive the termination or completion of the RfP process and shall remain in effect for a period of 5 (five) years, unless both Parties mutually agree in writing to terminate this confidentiality agreement.

This confidentiality clause shall be governed by and construed in accordance with the laws of France. Any legal action arising out of or in connection with this clause shall be subject to the exclusive jurisdiction of the courts of Paris, France.

10. Cancellation of the proposal procedure

In the event of cancellation of the proposal procedure, EIT Manufacturing will notify tenderers of the cancellation. In no event shall EIT Manufacturing be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a proposal procedure, even if EIT Manufacturing has been advised of the possibility of damages.

The tenderer shall take all measures to prevent any situation where the impartial and objective implementation of the contract is compromised for reasons involving economic interest, political or national affinity, family or emotional ties or any other shared interest (‘conflict of interests’). The tenderer should inform the EIT Manufacturing team immediately if there is any change in the above circumstances at any stage during the implementation of the tasks.

The supplier cannot be a EIT Manufacturing Partner or Activity Partner. Any bid from such an economic operator will be rejected.

Tenderers will be excluded if:

- a) they are 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; they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata.

b) they have been guilty of grave professional misconduct proven by any means which the EIT Manufacturing can justify.

c) they have not fulfilled 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 any other country of the EU.

d) they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the EU' financial interests.

e) following a procurement procedure or grant award procedure financed by the EU budget, they have been declared in serious breach of contract for failure to comply with their contractual obligations.

The tenderers must not be in a situation of a conflict of interest, and they have sufficient economic and financial capacity, technical and professional capacity and legal and regulatory capacity to perform the requested services. Additional evidence or declarations might be requested by the contracting authority.

EIT Manufacturing reserves the right to suspend or cancel the procedure, where the award procedure proves to have been subject to substantial errors, irregularities, conflict of interest or fraud. If substantial errors, irregularities, conflict of interest or fraud are discovered after the award of the tender, EIT Manufacturing may refrain from concluding the Contract.

This RfP confers no entitlement or expectation for tenderers to enter into a contract with EIT Manufacturing. Consequently, EIT Manufacturing is not obliged to sign a contract with the chosen supplier, whether at present or in the future.