

Invitation for Tender for The Provision of IT Services for the CBSS Secretariat

1. General Orientation

1.1. Information about the procuring organisation

The Council of the Baltic Sea States (CBSS) Secretariat is a regional forum for intergovernmental cooperation and coordination among the 10 CBSS Member States: Denmark, Estonia, Finland, Germany, Iceland, Latvia, Lithuania, Norway, Poland, and Sweden, as well as the European Union. The Secretariat was established in Stockholm in October 1998 with a budget financed by annual contributions from the CBSS Member States as well as through project funding. The CBSS Secretariat is organised in a core team and specialised units and consists of approximately 25-30 employees including interns. The CBSS Secretariat's premises are located in Sweden at the following address:

CBSS Secretariat
Wollmar Yxkullsgatan 23
SE-118 50 Stockholm
Sweden
Phone: +46 8 440 1920
Website: www.cbss.org

1.2. Description of the requested services

An external service provider maintains and supports the IT environment and services of the CBSS Secretariat. As our current contract for IT services is ending, we invite interested IT service providers to submit offers in order to select a provider for the upcoming contractual period.

The CBSS Secretariat seeks an experienced IT-service provider that can ensure continuity of IT-services and requirements. This service should ensure that all hardware (including computers, printers, etc.) and relevant software (e.g. Microsoft Office 365) function accordingly. The services should also guarantee adequate levels of confidentiality, integrity and availability.

The provider will advise on optimal solutions for the CBSS Secretariat's IT needs, considering sustainable technological developments. The provider will also secure our IT infrastructure and proactively manage potential external IT threats.

1.3. Procurement timetable

The tender timeline is as follows:

| Pre-submission stage | Date |
|---|-------------------------------|
| Tender clarification period (questions) | 2024-04-25 |
| Deadline for submitting the tender* | 2024-04-30 |
| Post-submission stage | Indicative date |
| Tender evaluation period | From 2024-05-01 to 2024-05-31 |
| Notification to supplier awarded the tender | 2024-05-31 |

*The CBSS Secretariat reserves the right to extend the deadline in case of need.

1.4. Contract value

The total contract value, for a 3-year period, is estimated to be approximately SEK 1.700.000 – 2.100.000, excluding VAT. It should be noted that an average for consulting and customer service support hours has been included in the estimate.

1.5. Duration of contract

The CBSS Secretariat intends to have the contract begin on 2024-09-01 for a 3-year term. However, the CBSS Secretariat reserves the right to postpone this date without stating the reason. The specific contract starting date will be negotiated with the contractor based on an agreed upon project timeline.

1.6. Place of service delivery

Stockholm, Sweden.

1.7. Eligibility

Contractors based in any Member State of the CBSS.

1.8. Contact details

Signatory:

Mr Gustav Lindström

+46 (0) 8 440 19 20

gustav.lindstrom@css.org

Contact Persons:

Mr Chris Tancredi

+46 (0) 701 991 079

chris.tancredi@cbss.org

2. Supplier Requirements

2.1. Grounds for exclusion

A supplier will be excluded from participating in the bid if the CBSS Secretariat becomes aware that the supplier has been convicted of a certain type of crime. The judgment must have gained legal force to be considered. In addition, the CBSS Secretariat will exclude any supplier that has not fulfilled their obligations in terms of taxes and social security contributions if this deficiency has been established in a judgment or decision that has gained legal force.

2.2. Supplier qualification

Please see information requested in Annex 1.

3. Service requirements

3.1. Requested services include:

- a. Analysis of current technology use and assessment of business needs.
- b. Propose and maintain streamlined IT solutions to facilitate efficient operations. Consistently optimise systems and functions through integration, whilst considering user capabilities.
Examples of services are:
 - Remote (and onsite when needed) IT Support including Microsoft Office 365 and other software support;
 - Maintenance and monitoring of infrastructure & cloud-based solutions;
 - Network management;
 - Ensuring back-up and recovery services;
 - Security maintenance including a data protection strategy;
 - Active directory or similar integrated user management;
 - Proactively alerting about outdated software/hardware and suggesting solutions.
- c. Appropriate disposal and resetting procedures of outdated and/or used hardware (computers, mobile phones, printers, etc.).
- d. An assigned technical consultant or contact person.
- e. Documentation of incidents and cases for quality assurance and audit.
- f. User support and training opportunities for CBSS Secretariat staff on new features when necessary.
- g. Technical execution of the upgrade & handover/knowledge transfer of IT services.

4. Evaluation criteria

The CBSS Secretariat will select the most advantageous offer in terms of price and projected quality of services. Dimensions that will be evaluated include:

Technical Expertise and Experience (20%)

- Tenderer's technical experience and qualifications related to providing IT service solutions.
- Experience in providing customer-oriented IT support to small organisations, focusing on successful resolution of IT challenges.

Scope of IT Services (40%)

- Ensuring the tenderer's offered portfolio of IT Services is comprehensive enough, targets the outlined requirements in section 3 while also considering the tenderer's ability to bring innovative solutions.
- Assessment of data protection strategies, cyber security measures, and overall adherence to good practices in ensuring information security.
- Considering the flexibility and adaptability of the offered IT services, ensuring they align with both current and future organisational needs. Overall responsiveness.

Cost Proposal (30%)

- The financial proposal submitted by the tenderer will be assessed in regard to the overall cost, pricing structure and any additional costs associated with the IT services.
- A cost-benefit ratio assessment will be performed.

Compliance and Financial Stability (10%):

- Evaluation of the tenderer's commitment to compliance with industry regulations and security standards.
- Review of tenderer's most recent public annual report.

5. Additional information

5.1. Subcontracting

Full subcontracting will not be allowed; partial subcontracting may be permitted following a written request and approval.

5.2. Documents to be submitted by tenderers

The Tenderer must submit the documents listed in Annex 1.

5.3. Submission of Tenders

The offers must be submitted by email to tender@cbss.org. They must be received no later than **30th April 2024**.

All correspondence relating to this invitation for tender must be done in English. The CBSS Secretariat reserves the right to request further information from tenderers after receiving the initial offer. Tenderers will be immediately notified upon receipt of their offer. For further queries, please contact Chris Tancredi at christancredi@cbss.org no later than 25 April, 2024.

Annex 1

Information to be submitted by tenderers

Tenderers should submit a letter of interest accompanied by information according to the list below. The letter of interest should include why your organisation is well-suited for the contract, the tentative service offered, and a financial overview.

Offers that do not meet this requirement will be disregarded. Tenderers are also required to inform the CBSS Secretariat of any change in their situation so that their dossier may be kept up to date.

1. Tenderer's identification

Name, legal status, VAT-registration number/organisation number (and a registration document if the company is registered outside of Sweden), address, phone, e-mail address.

2. Organisational structure

A brief description of your organisation and the organisational structure.

3. Contact person

Name and position of the contact person duly authorised for contacts with the CBSS Secretariat. Phone and e-mail address must be given, if different from those provided in item 1.

4. Offered price

The offered price shall be stated in Swedish Krona (SEK).

5. Other relevant information

Other relevant information may be presented. This section should at minimum include a copy of the latest publicly available annual report. The key portions of interest are the summary of the report and the financial overview. Such sections can be sent rather than the entire annual report.

6. Person submitting the offer and the date of submission

Name, position and signature of the person authorised to make the bid.

Date of submission of the bid.

Please note that the CBSS Secretariat reserves itself the right to ask for 1-2 references concerning a particular bidder once the call for tender has ended. This can be done prior to granting the winning contract.