



EU-Japan Centre for Industrial Cooperation

Open call for tender to outsource the “yearly maintenance service for IT networks, computer hardware and software in the Head Office in Japan”

Terms of reference

Preliminary remarks:

- (1) the "Centre " refers to the EU-Japan Centre for Industrial Cooperation, Tokyo, Japan;
- (2) the "service provider" refers to the outside organization - legally independent from the EU-Japan Centre for Industrial Cooperation - whose services are requested by the EU-Japan Centre for Industrial Cooperation in the framework of this tender;
- (3) the “Head Office in Japan” refers to the administrative and operational facilities of the EU-Japan Centre for Industrial Cooperation located in Tokyo at the address in paragraph “A) Submission of proposals”
- (4) this proposal has 4 numbered pages;

Interested parties are requested to deliver their draft in accordance to the terms of paragraph “A) Submission of proposals” and follow the scope of services to be rendered in accordance to the terms of paragraph “B) Description of services to be rendered in the framework of the tender”.

A) Submission of proposals

Interested parties are required to submit a written proposal to the call for tender to outsource the “yearly maintenance service for IT networks, computer hardware and software in the Head Office in Japan”. To be valid, all written proposals must arrive at the Centre by e-mail, fax or post no later than **Friday 11 March 2016 by 17h30 Tokyo local time**.

Postal address for the submission of proposals:

Attn: EU-Japan Centre for Industrial Cooperation
Shirokane-Takanawa Station Bldg. 4F, 1-27-6 Shirokane, Minato-ku, 108-0072
Email: info@eu-japan.gr.jp Tel: +81 (0)3 6408 0281 Fax +81 (0)3 6408 0283

Important notes:

(1) Size limitation on e-mail attachments: all files and proposals attached by e-mail must be smaller than 5 Mega Bytes in total cumulative size (obtained by adding the sizes of all file attachments) – contact the Centre beforehand if you plan to send files as e-mail attachments with total cumulative size exceeding 5 Mega Bytes.

(2) acknowledgement of receipt: all submitted proposals will be returned by an acknowledgement of receipt from the Centre for validation purposes. Applicants who have sent proposals by e-mail must promptly confirm their sending by calling the Centre at +81 (0)3 6408 0281 (attn: Fabrizio MURA).

B) Description of services to be rendered in the framework of the tender:

The service provider shall offer detailed quotes for the following requirements:

1. Provide the Head Office in Japan of the Centre with ongoing IT maintenance service for the existing network, hardware and software infrastructure so as to ensure continuous and uninterrupted operation of IT back-office and client systems and offer optimum continuity of software-dependent services in compliance with the Centre's existing software licensing agreements.

2. Provide the Head Office in Japan of the Centre with an assistance service and on-demand support for prompt and effective recovery in cases of partial / total breakdown or failure of the existing servers, end-user terminals, printers, network, hardware and software components, at the request of the Centre staff in the Head Office in Japan.

3. Offer suggestions on the choice of appropriate and cost-effective solutions for the future replacement of existing network, end-user terminals, printers, network hardware and software components (refer to paragraph "H) Notes" for a summarized description of existing network, hardware and software infrastructure).

C) Request for pricing:

The service provider must quotes fees for (but not limited to):

- 1) each of the service requirements mentioned in paragraph B) above for Fiscal Year 2016 starting from the date of signature of the maintenance contract until 31 March 2017;
- 2) Fees for management and consulting (if relevant);
- 3) Other fees (please specify);

In addition to the request for quotes, the maintenance plan must include an explanation of how much manpower the service provider intends to offer in order to meet the expected service level as required in paragraph B).

All prices must be quoted in Japanese Yen (JPY).

D) Legal, economic and technical information required:

In addition to the request for pricing in paragraph C), the service provider must provide the following documents:

* Legal position: a copy of the papers indicating the trade or professional registration of the applicant. The papers must contain information about the service provider's legal status on the profession;

* A list of the directors and managers in the service provider's organization;

* Economic and financial capacity: bank contact for reference and balance sheet, trading account and turnover for the past year are required;

* Technical capacity:

_ Educational and professional qualifications of those who will provide the IT-related service;

_ A list of past principal projects in the field of IT maintenance service, IT backup and repair offered to foreign organizations based in Japan with IT infrastructures similar to the Centre's (as described in paragraph "H) Notes") and/or Japanese firms carried out in the past 3 years with dates;

E) Payment terms

Part of the payment can be made to the service provider, based on the work-hours effectively offered for IT assistance on demand (e.g. when requested by the Centre staff in the Head Office in Japan), within the framework of the IT maintenance plan initially agreed.

F) Remarks

1) For further questions about the existing IT infrastructure (networks, hardware and software) please contact: Fabrizio Mura (tel: +81 (0)3 6408 0281; e-mail: info@eu-japan.gr.jp).

G) Award criteria

The contract will be awarded on the basis of the following criteria to determine the best value for money:

- Quality of the proposal: validity of the solution proposed (25%)
- Quality of the team in charge of the project (25%)
- Price (50%)

H) Notes

(1) About the Centre's existing networks, hardware and software

The Centre's existing IT infrastructure in the Head Office in Japan is equipped with:

- a. A LAN network which connects 31 desktop PCs, 4-6 laptop PCs, 4-6 printers and scanners together with 1 server in the Centre's office room;
- b. One server running respectively:
 - 1) the network administration and file sharing service for the Centre's intranet, which operates under Microsoft® Windows Server (the so-called "file server", ensures storage, network management and shared access to working files);
- c. Network equipment, which provides secure access to / from the Internet via optic fiber for Centre staff;
- d. Network equipment, which provides the Centre's training room with desktop publishing software and secure access to the Internet for training purposes and for STEP in JAPAN® participants;
- e. Data backup hardware (external hard drive) and power backup hardware (uninterruptible power supply);
- f. A yearly renewable antivirus protection service agreement with SYMANTEC for the Centre's PCs in the office and training rooms;
- g. A monthly renewable online e-mail service agreement with Microsoft Office 365, for the management of e-mails in the Head Office in Japan.