# *ANNEX II + III:* TECHNICAL SPECIFICATIONS + TECHNICAL OFFER

**Contract Title:** **Lease of simultaneous interpretation equipment**

**Contract reference: EuropeAid/140087/IH/SUP/UA (EUAM-18-57)**

Columns 1-2 should be completed by the Contracting Authority

**Columns 3-4 should be completed by the tenderer**

Column 5 is reserved for the evaluation committee

Annex III - the Contractor's technical offer

The tenderers are requested to complete the template on the next pages:

* Column 2 is completed by the Contracting Authority shows the required specifications (not to be modified by the tenderer),
* Column 3 is to be filled in by the tenderer and must detail what is offered (for example the words “compliant” or “yes” are not sufficient),
* Column 4 allows the tenderer to make comments on its proposed supply and to make eventual references to the documentation.

The possible documentation supplied should clearly indicate (highlight, mark) the models offered and the options included, if any, so that the evaluators can see the exact configuration. Offers that do not permit to identify precisely the models and the specifications may be rejected by the evaluation committee.

The offer must be clear enough to allow the evaluators to make an easy comparison between the requested specifications and the offered specifications.

Please note that product prices quoted in the financial offer shall include all related costs (e.g. delivery, installation, adjustment, testing, training, on-site support regular maintenance and taking down (incl. return) of the equipment)

**These Technical Specifications represent the minimum technical requirements to be met by a technical offer of a tenderer. Additional requirements are set out in Appendix 1 to this Annex II-III, which in turn represent the overall objective and purpose of this contract, the results to be achieved by the Contractor, and the general description of the subject of the contract, requirements to Contractor’s staff, quality of ancillary services and backstopping.**

| **1** | **2** | **3** | **4** | **5** |
| --- | --- | --- | --- | --- |
| **Unit Number** | **Specifications Required** | **Specifications Offered** | **Notes, Remarks,** | **Evaluation Committee’s Notes** |
|  |  |  | **Ref. to Documentation** |  |
| **1.** | **A long-term lease of simultaneous interpretation equipment and soundproof booth in EUAM’s location in Kyiv.**  The simultaneous interpretation equipment is to be installed by the Contractor primarily at EUAM’s location in Kyiv on rental basis 24/7.  The simultaneous interpretation booth and associated equipment (hereinafter, the equipment) provided by the Contractor shall consist of the following batch of items (or their equivalent in technical specification and functional performance):   |  |  |  | | --- | --- | --- | | **No.** | **Item** | **Q-ty** | | 1 | IR Receiver Bosch LBB 4540/08 with Single earphone or equivalent | 50 | | 2 | Interpreter Booth AudiPack Silent 9300 or equivalent (Requirement: ISO4043 approved) | 1 | | 3 | Interpreter Desk BOSCH DCN-IDESK-D or equivalent | 2 | | 4 | IR Radiator PHILIPS LBB3411/00 or equivalent | 1 | | 5 | Central Control Unit Bosch DCN-CCU or equivalent | 1 | | 6 | BOSCH INT-TX04 4-Channel Transmitter or equivalent | 1 | | 7 | Trunk cable DCN NG 04 m | 1 | | 8 | Trunk cable DCN NG 07 m | 1 | | 9 | Conference microphone BOSCH DCN-DISCS-D, Discussion Channel Selector (including one conference system microphone for the speaker) or equivalent | 21 | | 10 | Portable Sound System Fender 150 or equivalent | 1 | | 11 | Acoustic System Floor Stand | 2 | | 12 | Hand Held Wireless Microphone SENNHEISER EW 100-G2 or equivalent | 3 | | 13 | DI-Box DBX DB10 or equivalent | 1 | | 14 | Raised Podium (15-30 cm high) for setting up the booth | 1 | | 15 | Silent-running fans in the ceiling and air inlets at the bottom | 2 | | 16 | Receivers Storage Case / Earphones Storage Case INT‑FCRX | 1 | | 17 | Set of spare parts and additional equipment for items which break more often and need to be stored on the premises of EUAM for their immediate replacement:   * receivers * conference microphones | 5  2 |   Separate items from the list above may be leased upon request of the Contracting Authority for its regional offices.  The equipment must be insured by the Contractor covering damages or loss due to cases of fire, flood and other natural disasters in the area of the installation. The cost of insurance must be included into the price of lease of this equipment. |  |  |  |
|  | The Contractor shall deliver (1) and install (2) all the above specified simultaneous interpretation equipment on the premises designated by EUAM under the agreed terms and conditions of the Contract.   * **Delivery (1)**:   + Within seven (7) calendar days upon submission of an approved Order Form by the Contracting Authority to the Contractor, in any case, at least one (1) business day before the event, the Contractor shall deliver the specified equipment to the designated location at its own expense. All delivered equipment shall fully comply with all technical specifications and functional performance’ requirements agreed by and between the Contractor and the Contracting Authority. * **Installation (2)**:   + Installation of the simultaneous interpretation equipment to be performed in coordination with EUAM CIS and Building Management Teams within three (3) calendar days upon delivery of the ordered equipment and, in any case, at least one (1) business day before the event.   + The Contractor will be liable for the repair and/or replacement of any existing equipment/components damaged during the installation.   + The Contractor shall clean up the installation site at the end of installation process and upon project completion, including the removal of all installation-related debris, to the satisfaction of the EUAM. * **Adjustment (3)**:   + The technician shall adjust the equipment settings to ensure that it will allow for a flawless running of the planned event. The equipment adjustment, connection, and operation test shall be conducted by the close of business of the day preceding the event.  1. **Testing (4) and training (5)**  * **Testing (4)**:   + At least 1 hour before the event, the technician shall check that the equipment is working properly, have each microphone checked with interpreters in the booth, check the delegates’ receivers in different parts of the room in order to ensure that the interpreting starts and continues without any technical issues/interruptions. * **Induction training and instructions (5):**   + Following the installation and adjustment of the equipment in the room, the Contractor shall conduct an on-site training for EUAM's interpreters covering the basic technical configurations and functionality of the equipment with emphasis on the aspects of its practical operation.   + Prior to any upcoming event, the technician shall give short instructions on the use of the equipment for the interpreters, which will work during the concerned event. No fee shall be charged for the trainings on the part of the Contractor.   + The Contractor shall supply the Contracting Authority with all operating materials, manuals, and other documents necessary for an efficient and issue-free use of the equipment.  1. **On-site support (6) and regular maintenance (7)**   The Contractor shall guarantee stable performance and interruption-free operation of the equipment under normal circumstances and conditions through performance of regular maintenance according to the recommendations of the equipment manufacturer, hands on on-site support throughout the events and mandatory equipment checks before and after their opening/closure performed by qualified Contractor’s technician(s).   * **On-site support (6)**   + The technician(s) being able to make all necessary adjustments on the equipment and intervene in case of its breakdown shall be available throughout the duration of the event and fully visible from the booth.   + The technician(s) shall make sure that the technical set-up is satisfactory, and that the booth is positioned properly in the meeting room with a direct view of the speaker(s), the projection screen, and a quick access to the booth for an immediate trouble-shooting.   + The technician(s) shall operate the system throughout the conference, and not leave it in the hands of untrained operators.   + The on-site support shall include an immediate reaction on any interpreter’s or participant’s notice (sound failures, interfering noises, earphones adjustments in the course of interpreting process) and solving them immediately. * **Regular maintenance (7)**   + The Contractor shall ensure the full maintenance of the equipment as per the relevant guidelines of the equipment manufacturer.   + The maintenance level shall be enough to ensure a proper and quality operation of the equipment and shall be conducted through the entire contract implementation period according to the schedule agreed with the Contracting Authority.   + The Contractor shall inform the Contracting Authority 24 hours prior to each scheduled maintenance for ensuring that the day of the maintenance does not coincide with the date of the event.   + The Contractor shall eliminate any faults in the equipment as soon as these faults are discovered — either by the Contracting Authority or by the Contractor — but, in any case, prior to the event when the equipment is to be used. If the Contractor fails to repair any fault, breakdown or defect of the equipment or any component thereof prior to the event and such failure endangers the event itself, the Contractor shall provide the equivalent or similar replacement for that period.  1. **Storage (8) and taking down (incl. return) of the equipment (9)**  * **Storage (8)**   + The equipment shall not be left unattended and/or in hands of the untrained operators before, during and after its use.   + The technician shall pack all non-permanent equipment and put it into the designated storage place immediately after the event to ensure its safety and compliance with manufacturer's storage requirements. * **Taking down (disassembling, incl. return) of the equipment (8)**   + Within seven (7) calendar days upon the contract termination date, the Contractor shall take down and remove all the leased equipment out of the EUAM premises.   + The taking down and removal of the simultaneous interpretation equipment to be performed in coordination with EUAM CIS and Building Management Teams according to the agreed time schedule. |  |  |  |
| **2.** | **A short-term lease of simultaneous interpretation equipment and soundproof booth in non-EUAM’s Kyiv locations.**  Lease of simultaneous interpretation equipment in Odesa, Kharkiv, Lviv and all other territory of Ukraine (except for the territories of the Autonomous Republic of Crimea, city of Sevastopol and the area of the Joint Forces Operation) might be requested by the Contracting Authority via a request. The Contractor shall therefore reply through an additional quotation/proposal based on specific parameters pertinent to the relevant Contracting Authority’s operating needs at the moment of placing the corresponding request. As a mean of confirmation of acceptance of the respective quotation/proposal, a separate Order Form shall be issued as stipulated for Unit #1 above.  The Contractor shall deliver (1) and install (2) all the simultaneous interpretation equipment (as offered for EUAM’s Kyiv locations in Unit #1 above) on the premises designated by EUAM under the agreed terms and conditions of the Contract. All ancillary services, as applicable to Unit #1 above, shall be applicable to this Unit #2 similarly.  The prices for lease of corresponding equipment shall be based on the fixed fees, as indicated in the Annex IV “Budget breakdown” to this contract. |  |  |  |

# APPENDIX 1 to Annex II-III

# Additional requirements

# OBJECTIVE, PURPOSE & EXPECTED RESULTS

## **1.1 Overall objective**

To ensure the continuous availability of a high-quality simultaneous interpretation equipment required to facilitate the delivery of multilingual trainings, workshops, seminars, and conferences with a simultaneous interpreting at short notice and in line with the EUAM’s requirements.

## **Purpose**

The purpose of the FWC is:

1. to make the high-quality simultaneous interpretation equipment (including the soundproof booth) readily available on primarily EUAM’s Kyiv locations (Mission Headquarters and Additional Office buildings) and/or any other site based on specific parameters pertinent to the relevant Contracting Authority’s operating needs at the moment of request;
2. that the provided simultaneous interpretation equipment shall be compliant with the technical requirements of the European Commission as specified by the Directorate General for Interpretation.

## **1.3 Results to be achieved by the Contractor**

* The simultaneous interpretation equipment is installed by the Contractor primarily on EUAM’s Kyiv locations (Mission Headquarters and Additional Office buildings) and/or any other site based on specific parameters pertinent to the relevant Contracting Authority’s operating needs at the moment of request;
* Prompt technical (including but not limited to regular proper maintenance of the equipment) and, on the need basis, logistics and/or administrative support is provided before, during and after the events to ensure smooth operation of the equipment and no equipment-related issues and/or disruptions in the effective work of interpreters through the whole contract implementation period.

In order to facilitate a smooth and uninterrupted equipment operation at all times during the contract implementation period, the Contractor shall ensure that a set of replacement components and/or equipment (as per agreed item list) shall be available on EUAM premises for their immediate replacement by authorized Contractor’s personnel. All the components and/or equipment intended as replacement ones shall have identical functional performance and be fully compatible with the rest of the simultaneous interpretation equipment leased from the Contractor and used during the event. All the equipment shall be in perfect condition, clean and well maintained prior to the event.

In case of a failure of any equipment or its component not available on EUAM premises, the Contractor shall ensure its immediate repair or replacement not later than one (1) hour prior to the beginning of the event. If any failure occurs during the event, the Contractor shall ensure its immediate repair or replacement to ensure a smooth operation of the equipment. The costs of such repairs and/or replacements shall be covered by the Contractor.

# SCOPE OF THE WORK

**2.1 Provision of Services in Compliance with Mission’s Mandate and General Regulations**

The Contractor shall undertake to lease the specified interpretation equipment and perform the services in accordance with the highest standards of professional competence and integrity in the Contractor’s industry, having due regard for the nature and purposes of EUAM Ukraine as an international organization and to ensure that the employees assigned to perform any Services under these Additional requirements will conduct themselves in a manner consistent therewith.

**2.2 Duly Provision of Services in Accordance with EUAM’s Instruction/Request**

The Services shall be rendered in (1) an efficient, safe, courteous and business-like manner; (2) in accordance with any specific written instructions issued from time to time by the EUAM’s designated Contract Manager.

The Contractor shall be responsible for obtaining and renewing at its own cost and in due time such approvals, consents, governmental and regulatory authorizations, licenses and permits as may be necessary to provide the services required by these Additional requirements and the FWC for the contract implementation period.

**2.3 Communication**

The Contractor shall provide a list of contact options and details in case of faults, including e-mail addresses and phone numbers. These should be monitored on a 24/7 basis by the Contractor’s support personnel. Support personnel must be independent users of English.

# PROJECT MANAGEMENT

### **3.1 Responsible body**

EUAM Operations Department will be the responsible body for project implementation. Coordinating interpreter will be the Contract Manager responsible for managing the contract.

The Contract Manager[[1]](#footnote-2) or a person nominated by him/her to act on his/her behalf is the Contract Manager for the FWC.

**3.2** **Facilities to be provided by the Contracting Authority and/or other parties**

The Contracting Authority will provide the facilities or information on the premises to be used for completion of the tasks prior to signing of the FWC.

The Contracting Authority provides respective Contractor’s designated personnel with an access to the premises where the simultaneous interpretation equipment is to be installed, maintained and/or operated on a case-to-case basis prior to the upcoming event.

The delivery, relocation or removal of the simultaneous interpretation equipment shall be done as per inventory list with indication of Item, description and quantity of the equipment and may be subject to search and/or X-Ray scan (security screening) by the Security Guard Officers.

For performing functions on a daily basis, the Contractors' experts shall be provided with Mission’s temporary ID cards.

# REQUIREMENTS

## **4.1 Personnel**

The Contractor shall provide the services of qualified personnel through the contract implementation period. The Contractor shall promptly replace any member of its project team whom the Contracting Authority considers unfit with equally qualified/skilled employee.

The Contractor shall have available and provide, whenever necessary, the appropriate staff for setting up the service as well as solving possible issues and problems.

The Contractor shall establish a comprehensive corporate account with a dedicated account manager (Expert #1) and an on-site technician (Expert #2) elementary knowledge in verbal and written English, addressing the Contracting Authority’s issues in an efficient and expeditious manner.

1. **Account Manager (Expert #1):**

The Contractor shall appoint a dedicated contact person (i.e., Account Manager acting as a main contact point between the Contracting Authority and the Contractor) within its office who will be Expert #1. Since Expert #1 will be the primary point of contact for the Contracting Authority, he/she shall be available during standard working hours (9 a.m. - 6 p.m.) and, in case of urgency, beyond working hours (8 a.m. - 10 p.m.)[[2]](#footnote-3) and during weekends (9 a.m. - 6 p.m.).

Expert #1 shall facilitate, coordinate and supervise all activities necessary from Contractor's side and all actions of Contractor's technician(s) (Expert #2) to ensure smooth and timely provision of the leasing services as well as necessary reporting and invoicing processes according to the FWC terms and conditions, and the Contracting Authority’s administrative requirements.

Inter alia, Expert #1 shall be responsible for:

* Day-to-day management of the FWC and Order Forms from Contractor’s side;
* Close monitoring of the services rendered by the Contractor’s technician(s);
* Supervision of internal delivery deadlines and technical backstopping for the Order Forms;
* Internal quality control, notably:
* initiating appropriate internal quality control procedures applicable to all requested outputs;
* ensuring that all Contractor’s personnel understands and respects the internal quality control procedures, applying effective quality control for each assignment to guarantee that all outputs conform to the specific requirements of each of Order Forms and requirements of the FWC as a whole; and
* All other assignments requested by the Contracting Authority within the scope of these Additional requirements and FWC.

Expert #1 shall fulfil at least the following minimum requirements and possess the following qualifications/skills:

* **at least one (1) year**, but preferably three (3) years of managerial/project management experience;
* **at least one (1) year**, but preferably three (3) years of practical professional experience in the interpretation equipment support industry; and
* a good command of Ukrainian and Russian and at least B2 level, but preferably C1 level of English, both spoken and written.

Expert #1 shall be available by telephone and e-mail in case of urgent requests from the Contracting Authority. In case of absence of Expert #1, the Contractor shall inform the Contracting Authority of the appointed substitute who should have the same or better qualifications.

Unless duly justified circumstances (end of employment contract, relocation, change of position, etc.) occur, Expert #1 shall not be replaced during the leasing period without prior written consent of the Contracting Authority.

1. **On-Site Technician(s) (Expert #2):**

The Contractor shall also appoint an on-site technician (or technicians depending on the scale of the event to be supported) who will be Expert #2. Expert #2 shall be available during standard working hours (9 a.m. - 6 p.m.) and, in case of urgency, beyond working hours (8 a.m. - 10 p.m.), and during weekends (9 a.m. - 6 p.m.) or any time upon request of the Contracting Authority.

Inter alia, Expert #2 shall be responsible for:

* Turn-key installation, adjustment, and testing of the equipment;
* On-site technical support and regular maintenance of the leased equipment;
* Timely informing of any defects or incidents which may occur during the events or in the course of maintenance of the translation equipment;
* Preparation/assessment of the list of spare parts/components to be stored at the Contracting Authority’s premises;
* Collection, power-down, and storage of the equipment after event is over and taking-down after the contract termination date; and
* All other assignments requested by the Contracting Authority within the scope of these Additional requirements and FWC.

Expert #2 shall fulfil at least the following minimum requirements and poses the following qualifications/skills:

* **at least one (1) year**, but preferably three (3) years of technical experience;
* **at least one (1) year**, but preferably three (3) years of practical professional experience in the interpretation equipment support industry;
* a good command of Ukrainian and Russian and at least А2 level, but preferably B1 level of English, both spoken and written.

Expert #2 shall be technically proficient in managing of the proposed audio-visual and simultaneous interpretation equipment as well as capable of instructing the interpreters on the practical operation and basics of technical configurations of the simultaneous interpretation equipment.

Expert #2 shall be available by telephone and e-mail in case of urgent requests from the Contracting Authority. In case of absence of Expert #2, the Contractor shall inform the Contracting Authority of the appointed substitute who should have the same or better qualifications.

**CV’s of the proposed Expert #1 and Expert #2 must be provided by the tenderer together with the tender offer. Failure to meet all above minimum requirements to both experts will lead to rejection of the tender.**

## **4.1.1 Other experts, support staff and backstopping**

Other experts and support staff shall have capacity and relevant experience, qualifications and language skills to successfully perform the tasks assigned.

All costs (including travel and per diem costs of experts, if necessary) shall be included into the financial offer submitted by the tenderer for EUAM’s Kyiv locations. The costs for backstopping and support staff, as needed, shall be included in the tenderer’s financial offer.

For non-EUAM Kyiv locations and/or EUAM non-Kyiv locations, all travel and per diem costs (if applicable) of the Contractor’s experts shall be included in the quotation provided by the Contractor in response to a request received from the Contracting Authority.

## **4.2 Office accommodation**

Office accommodation for each expert and support staff working on the FWC shall be provided by the Contractor.

## **4.3 Facilities to be provided by the Contractor**

The Contractor shall ensure that the experts and other staff working on the FWC are adequately supported and equipped. In particular, The Contractor shall ensure that there are sufficient administrative, secretarial provisions to enable the experts/staff to concentrate on their primary responsibilities. The Contractor shall also transfer funds required for supporting their work under the FWC and ensuring that its employees are paid regularly and in a timely manner.

Inter alia, the Contractor shall make available full support for the staff working on the FWC, including experts' commuting arrangements for each assignment, appropriate means of communication, etc. The Contractor shall equip its staff working on the FWC with the standard equipment necessary for implementation of its tasks (laptop, mobile phone, etc.).

## **4.4 Equipment**

No equipment is to be purchased on behalf of the Contracting Authority as part of the FWC or transferred to the Contracting Authority at the end of the FWC.

1. The Contract Manager’s name and contact information will be communicated to the Contractor by the Contracting Authority upon signature of the FWC at the latest. [↑](#footnote-ref-2)
2. All time references are made to Ukraine local time. [↑](#footnote-ref-3)