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SPECIFICATIONS

Tender reference: CO/2025-01

Title: Procurement of an Information and Communications Technology (ICT) service for the Executive Secretariat of the International Olive Council.

1. INTRODUCTION

The International Olive Council (IOC) is an intergovernmental international organisation with legal personality, headquartered in Madrid. It was established in 1959 under the auspices of the United Nations and operates under the International Agreement on Olive Oil and Table Olives, 2015. Its relations with Spain are governed by the Headquarters Agreement between the Kingdom of Spain and the IOC, signed on 28 November 2019.

The organisation has an Executive Secretariat (ES) based in Madrid (Spain), responsible for administering the Agreement. The ES comprises 31 officials and several trainees from different countries.

In recent years, the ES of the IOC has embarked on a process to modernise its IT systems and continues to pursue this objective.

The ES of the IOC recognises that information is an asset that, like other key organisational assets, is essential to its activities and must therefore be adequately protected.

2. PURPOSE OF THE CONTRACT

The purpose of these specifications is to procure an Information and Communications Technology (ICT) service provider for the Executive Secretariat (ES) of the IOC.

The service will include user support, as well as the administration and management of networks, licences, infrastructure, cloud services, applications, and any corrective or preventive activities necessary to ensure the proper functioning of the ICT systems of the ES of the IOC. A package of hours will also be included for minor consultancy and development tasks.

3. PARTICIPATION IN THE TENDER

This tender shall be open to any legal entity that accepts these conditions in their entirety, has the capacity to act, can demonstrate its economic, financial and technical or professional capacity and has no liability in relation to the IOC Executive Secretariat.

Likewise, its corporate purpose or activity must be directly related to the object of the contract, and it must have a business structure with sufficient human resources and equipment for the execution of the contract.

3.1. Joint tenders

In the case of submitting a joint tender, the tenderer must clearly define the structure of the offer.



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3.1.1. Existing consortium

The offer may be submitted by service providers that have already formed a consortium as a separate legal entity with its own statutes and/or operating rules and independent technical and financial capacity, as well as contributions from the defined service providers. The consortium will be the entity that will assume technical and financial responsibility for the contract.

3.1.2. Intention to form a consortium

The offer may be submitted by service providers that have not yet formed a consortium as a separate legal entity, but plan to do so in accordance with 3.1.1. above if their joint offer is accepted. In this case, the tenderer will have to provide documentation on its legal nature and the preliminary version of the planned statutes. They must also provide a clear description of how the consortium will operate and the different technical and financial contributions of each service provider.

3.2 Subcontracting

Offers submitted by service providers who do not wish to form a consortium as a separate legal entity shall be submitted in the form of a subcontract and, in that case, one of the service providers shall assume full responsibility for the offer. This service provider (“main contractor”) will sign a contract in its name with the other companies or natural persons who will therefore be considered subcontractors of the “main contractor”.

All service providers acting as subcontractors must provide a signed statement acknowledging the service provider acting as the main contractor. The proportion (%) of the contract attributable to the main contractor and each subcontractor must also be indicated.

4. TASKS TO BE PERFORMED BY THE CONTRACTOR

To understand the scope and requirements of the ICT service, the following summary table presents the main infrastructure and systems of the IOC ES:

Users	35-40	
Workstations	50-60 devices (laptop/tablet/desktop)	
Servers	10 virtual + 6 physical + 2 NAS	
Switches	14	
Wi-Fi	1 controller + 14 AP	
Routers	2 x LAN Fortinet 60E in HA Primary/Secondary mode	
	2 x Router Vodafone Fibra (Sercomm H500-S)	



Software	Windows 10 / Windows 11	IOC devices
	Office 365 (Outlook, Teams, OneNote, OneDrive, ...)	AZURE, provider's web service
	Bit Defender (antivirus)	IOC data centre
	Acrobat Pro (PDF management system)	IOC data centre
	Mail register (custom development, Java)	IOC data centre
	Fortinet (Firewall)	IOC data centre
	FortiClient (VPN)	IOC data centre
	Xolido (signature management system)	Provider's web service
	Printer software	IOC data centre
	Sage (ERP)	IOC data centre
	Deepl (translation system)	Provider's web service
	Brevo (digital marketing system)	Provider's web service
	FreshDesk (ticketing system)	Provider's web service
	Legisway Essentials (document and legal information management system)	Provider's web service
	Denario (time-tracking system)	IOC data centre
	Dorlet (turnstile and garage access system)	IOC data centre
	IOC website (WordPress)	NAZARIES Cloud
Observatory Platform (custom development, Angular/Django/Python)	NAZARIES Cloud	

The contractor shall provide the following services in Spanish and English:

4.1 Help Desk and Technical Support

- First and second-level incident resolution, including software, hardware, connectivity, and operating system issues.
- Remote and on-site user support, ensuring prompt resolution of workstation, application, and mobile device failures.
- Ticket registration, management, and tracking in an ITSM platform, with metrics and analysis of response and resolution times.
- Standard support hours: Monday to Friday, 09:00 to 17:00.
- 24/7 support for critical incidents, with guaranteed response and escalation times based on incident priority.

4.2 Network Administration and Security

- Monitoring and maintenance of the network infrastructure, including LAN, WAN, and Wi-Fi, ensuring availability and optimal performance.
- Firewall, VPN, and security policy administration, ensuring compliance with applicable standards and regulations.
- Access management, configuration, and monitoring of servers, switches, routers, and other network devices.
- Implementation and management of backups under a disaster recovery plan (DRP) to minimise information loss risks.
- Proactive protection against cyber threats through security monitoring, intrusion detection, and incident response.
- Regular security audits to identify and mitigate infrastructure vulnerabilities.

4.3 Infrastructure and Server Management

- Administration and maintenance of physical and virtual servers, ensuring stability, performance, and security.



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- Efficient storage management, ensuring availability and automated backups in accordance with established policies.
- Application of updates, security patches, and software improvements to maintain infrastructure security.
- Proactive monitoring of server and workstation performance and capacity, implementing corrective measures when necessary.
- Detailed documentation of configurations, incidents, and procedures to ensure operational continuity.

4.4 Software and Licence Management

- Administration and control of software licences to ensure regulatory compliance and mitigate risks from unauthorised use.
- Procurement of software licences: the IOC ES may request the contractor to provide quotations for acquiring necessary software licences to ensure proper infrastructure and equipment management or to meet emerging needs. However, the IOC ES reserves the right to accept these proposals or to obtain licences from another provider.
- Management of updates and maintenance of office, enterprise, and specialised tools used within the organisation.
- Supervision of software lifecycle, ensuring compatibility with infrastructure and alignment with business requirements.
- Technical support and incident management related to internal and external applications.

4.5 Procurement and Management of Cloud Service Subscriptions for the IOC

The contractor shall act as a distributor and manager of cloud service subscriptions for the IOC ES, provided the IOC ES requests it and the main provider allows it for its products. The IOC ES currently has the following annual subscriptions, whose renewal will be handled by the contractor in each successive period once the contract is signed:

- XOLIDO Sign Corporate
- LEGISWAY
- HETZNER
- DEEPL
- BREVO
- FORTIGATE FORTINET (Firewall)
- BITDEFENDER-GRAVITYZONE (Antivirus)

4.6 IT Project Support

- Technical advice for modernisation and digital transformation initiatives, providing expertise in evaluating and implementing new technologies.
- Support in identifying, selecting, and integrating technology solutions tailored to the organisation's needs.
- Assistance with the implementation and migration of new IT systems, platforms, and architectures, ensuring a smooth transition without disruptions.
- Coordination with other providers to facilitate the execution of strategic projects.

4.7 Consultancy and Minor Development Activities

- During the contract execution, the IOC ES may request small consultancy and development tasks. To this end, bidders must include a package of hours in their offer under the concept "consultancy and development activities package" and provide an hourly rate for these activities in their financial proposal. This activity may not exceed 500 hours per year under any circumstances.



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4.8 Other Related Activities

- Preparation of monthly reports detailing activities performed during the period.
- Preparation of handover and return documents for IT equipment.
- Support for the physical inventory of IT assets.
- Training and workshops for employees on technological tools, best practices in cybersecurity, and efficient system usage.
- Development and maintenance of technical documentation, user manuals, and procedural guides to optimise operations and user self-management.

The above tasks are indicative and not exhaustive. The IOC ES reserves the right to request additional services as needed within the framework of the contract execution.

5. WORKING HOURS, SERVICE LEVEL AND FLEXIBILITY

5.1. Working Hours

The service will primarily be provided remotely, from Monday to Friday, between 09:00 and 17:00, on the working days of the IOC ES.

On-site support will be available two to three days per week, as agreed in advance by both parties, with monthly reviews of the arrangement.

If necessary, the IOC ES may request occasional modifications to the schedule, with at least 24 hours' notice.

For meetings of the Advisory Committee (one per semester), Plenary Sessions of the Council (one per semester), and meetings of the various Committees (five per semester) held at the IOC ES headquarters, the contractor shall:

- Conduct a prior review to ensure the proper functioning of systems and infrastructure.
- Provide additional on-site technical support for the full duration of these meetings.

The contractor shall use a secure remote desktop system for remote interventions.

A shared ticket management tool will be used with the IOC ES, where all incidents and requests will be recorded, prioritised, and managed.

Each invoice must be accompanied by an activity report, including the corresponding tickets to justify the work performed.

Routine maintenance of servers, network equipment, and infrastructure shall be carried out outside the working hours of the IOC ES, at no additional cost.

In exceptional cases where special interventions are required on weekends, national holidays, or holidays of the Autonomous Community of Madrid, these will be invoiced as overtime, provided that the following conditions are met:

- There is sufficient budget availability.
- The express written consent of the IOC ES has been obtained in advance.



5.2. Service Level Agreements

The provider must comply with the following Service Level Agreement (SLA). The key indicators will be the response time from the moment the incident is reported or detected and the time required to resolve the issue. These times will be recorded in the ticket for each incident.

Criticality Level	Definition	Response Time	Resolution Time
High	Inability to work with the IOC ES systems. E.g., network failure, Wi-Fi outage, VPN failure, no internet access.	1 h	3 h
Medium	High impact on the IOC ES's operations. Failure to access a key application. E.g., ERP, electronic signature system, Office 365, network folders.	2 h	6 h
Low	Work is possible but difficult. E.g., slow network, misconfigured printers or scanners.	4 h	24 h
Non-critical	No impact on the IOC ES's operations. E.g., general query or request for improvement.	-	5 business days

5.3. Flexibility

Due to the nature of the services and the difficulty in accurately predicting their demand during the contract period, the annual contract volume may be adjusted according to the needs of the IOC ES and the budget availability for each year. Under no circumstances shall the maximum amount stipulated in the contract for the four-year period be exceeded.

6. TECHNICAL REQUIREMENTS, PROFESSIONAL QUALIFICATIONS AND CONDITIONS

Natural or legal persons, whether Spanish or foreign, may participate in the tender process, provided they have full legal capacity, are not subject to any prohibition on contracting, and can demonstrate their economic, financial, and technical or professional solvency.

Legal entities may only be awarded contracts for services that fall within their statutory purpose, objectives, or field of activity as defined in their articles of association or founding documents.

Temporary business associations formed specifically for this tender may also submit bids. These associations do not need to be formally established by public deed until the contract has been awarded in their favour. Entrepreneurs participating as part of a temporary business association shall be jointly and severally liable and must appoint a single representative or proxy with sufficient authority to exercise the rights and fulfil the obligations arising from the contract until its termination. This does not preclude the granting of joint powers for significant financial transactions such as payments and collections.

The successful bidder must provide certifications, accreditations, authorisations, and any other documentation required by applicable legislation.

The contractor must undertake all necessary actions and activities to ensure compliance with the applicable legal framework.



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The contractor shall be responsible for providing, at their own expense, all means and resources necessary to carry out the services and commitments offered.

The contractor shall be liable for any damage caused to individuals, property, or third parties as a result of actions undertaken in the execution of the contracted service. Therefore, the contractor must have an insurance policy that covers any incidents that may occur during service delivery.

All personnel assigned to perform the contracted services must be employed by the contractor, who will assume full legal responsibility as their employer. The contractor shall bear all rights and obligations associated with this status in accordance with the applicable legislation. The contractor's personnel shall be subject to the contractor's instructions and directives at all times.

The contractor must be up to date with salary payments and social security contributions for all personnel engaged in the execution of the contract. In particular, the contractor must ensure that payments for Occupational Risk Prevention and Workplace Accident Insurance are current. Additionally, the contractor must implement and comply with occupational health and safety regulations, including not only those required by law but also any additional measures necessary due to the nature of the work. The contractor must provide personnel with the necessary protective equipment.

Failure to comply with these obligations shall not entail any liability for the IOC.

Personnel Conditions

The personnel assigned by the awarded company must, at all times during the provision of the service, be in perfect physical and mental condition and maintain a professional appearance, both in terms of personal presentation and behaviour.

Such personnel shall be exclusively under the responsibility of the contractor, who shall therefore assume all rights and obligations inherent to their status as an employer. The contractor must comply with all applicable labour, social security, and occupational health and safety regulations. Any failure by the personnel assigned by the contractor to comply with these obligations shall not entail any liability for the IOC.

The contractor commits to ensuring that personnel are always available to perform the required tasks, even in cases of staff absence due to leave or holidays. This means that the service must be continuously covered at all times.

7. REQUIRED DOCUMENTATION

Bidders must submit their offers and the required documentation exclusively via electronic means, using the URL specified in the tender notice published on the IOC website (TENDER FORM). This form consists of two distinct sections: the first is intended for entering the entity's identification details (company name, tax identification code, address, city, country, phone number, etc.), while the second allows for the attachment of the required documents, **exclusively in PDF format**.

The required documents to be attached are:

Administrative Offer

The awarded contractor must submit the following financial and administrative documentation:



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1. Bidder information: name of the bidder / registered company name; phone numbers; email address; tax identification number; contact person; cover letter and annexes duly completed.
2. Proof of non-exclusion criteria: the bidder must submit the following documents:
 - a) A simple note or certificate from the commercial register indicating the company's administrators.
 - b) A criminal record certificate for the company and for the administrator(s) who will sign the contract, if applicable.
 - c) A certificate confirming compliance with tax obligations.
 - d) Certificates confirming compliance with social security contributions.
 - e) A completed and signed exclusion criteria form (as listed in the control list).
 - f) A completed and signed conflict of interest form (as listed in the control list).

Note: Criminal record certificates and administrative certificates will be considered recent if they are no more than one year old from the date of issue and remain valid at the time of the IOC's request. Administrative documentation, such as company statutes or bank statements, may exceptionally be submitted in any of the other official languages of the International Olive Council (Arabic, Spanish, or Italian), in addition to English and French.

3. Proof of the bidder's economic and financial capacity, provided through the following documents:
 - a) A report from financial institutions.
 - b) A statement on the company/entity's total turnover over the past three financial years, including balance sheets and profit and loss accounts. Alternatively, complete annual accounts for the last three financial years, duly filed with the commercial register.
 - c) Any other documentation that the bidder deems relevant to demonstrate financial solvency and that is considered sufficient by the International Olive Council.
4. Proof of technical or professional capacity, provided through the following:
 - a) A list of services provided over the past three years that are similar to those required in this tender.
 - b) Acceptable evidence of experience, such as reference letters, copies of invoices, or certificates clearly indicating the volume of work completed, language combinations, and the personnel involved. Self-declarations will not be accepted as proof.
 - c) Photocopies of all degrees and other qualifications that will be considered.
 - d) Any other documentation the bidders deem necessary to demonstrate their technical or professional capacity.

For bid submission, the bidder must only attach the IOC Single Document, duly completed and signed. The IOC ES reserves the right to request bidders, at any stage of the tender process, to submit administrative documentation deemed necessary for verifying compliance with the required criteria. In any case, the awarded bidder must provide all required administrative documents before signing the contract.

To this end, the tender form will include a template of the IOC Single Document, available for download.

Technical Offer



A technical report must be submitted, clearly describing how the service will be organised. This report must include:

1. A detailed, clear, and comprehensive list of all the services offered.
2. The proposed action plan, including an implementation schedule.
3. The material and human resources allocated for the work.

Financial Offer

The reference budget available for this contract is a maximum of **480,000 euros** for the four-year period, including VAT and other applicable taxes. Under no circumstances may bids exceed this amount. The final award is subject to the organisation's budget availability.

The bid price must be stated in **euros** (both in figures and words), including VAT and all applicable taxes. The proposed price must cover all rights and obligations outlined in this document.

The financial offer must specify:

- The hourly rate for remote services.
- The full-day rate (8 hours) for on-site support.
- The half-day rate (4 hours) for on-site support.
- The overtime hourly rate for exceptional work on weekends, national holidays, or holidays in the Autonomous Community of Madrid.
- The hourly rate for minor consultancy and development tasks.

The proposed prices must include all rights and obligations established in this document. Additionally, they must cover all expenses incurred or that may be incurred by the bidder in the provision of the services, including necessary materials, transport, travel, as well as salaries and fees for any employees.

8. CONTROL PANEL

The key milestones of the process will be monitored electronically through the following CONTROL TABLE:

Milestone	Date and Time (CET)
Publication of the tender	20/03/2025 14:00
Deadline of submission of bids	06/04/2025 23:00
Opening of administrative offer (*)	07/04/2025 10:00
Opening of technical offer	07/04/2025 10:00
Opening of financial offer	10/04/2025 10:00

(*) Interested bidders will receive a link to join the bid opening meeting via videoconference.

9. EXCLUSION CRITERIA

Tenderers will be excluded from participation in a procurement procedure if:

- (a) They are bankrupt or 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;
- (b) They have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- (c) They have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- (d) They have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes;
- (e) They have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity;
- (f) Following another procurement procedure, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

10. SELECTION CRITERIA

The selection of bidders will be based on their technical, professional, financial, and economic capacity to execute the contract.

The following selection criteria will be applied in this tender:

10.1. Economic and Financial Solvency

- Business turnover: The bidder must demonstrate an annual turnover of at least twice the amount of this tender.
- Solvency ratio (total assets / liabilities due) > 1.5
- Short-term debt ratio (current liabilities / net equity) < 0.6

10.2. Technical and Professional Solvency

- Experience in similar projects: The bidder must have executed projects of a similar nature and scale, with a total accumulated value equivalent to this tender.
- Technical certifications: The company must hold recognised quality and security certifications such as ISO 27001 (information security), ISO 20000 (ICT service management), or CMMI for software development.

11. AWARD CRITERIA

The evaluation of bids will be carried out in accordance with the following criteria:

Financial offer	50 %
CVs of the assigned team	20 %
Certifications (Quality and ICT Service Management / Information Security and Risk Management)	20 %
Proposed service improvements	10 %
Total	100%



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12. CONTRACT DURATION

The contract shall enter into force on the day after the contract is signed between the contracting parties.

A framework contract will be established with a maximum duration of four years. During the contract period, a purchase order voucher will be signed for each specific order.

The awarded contractor must provide sufficient technical support for knowledge transfer to the new service provider replacing them for a period of three months following the contract's termination.

If the awarded contractor wishes to terminate the contract before the agreed date, they must notify the IOC ES in writing at least three months in advance and, similarly, must provide sufficient technical support for knowledge transfer to the new service provider for a period of three months following the contract's termination.

The awarded contractor must prepare a handover technical report and submit it to the IOC ES before the end of the contract.

13. CONTACT POINT

The authorised contact point for inquiries regarding this tender process is:

International Olive Council

C/ Príncipe de Vergara, 154

28002 Madrid, Spain.

E-mail: ioctenderingsupport@internationaloliveoil.org

All communications must be made in writing. Questions and their corresponding answers will be published on the International Olive Council's website:
<http://www.internationaloliveoil.org/>.

14. MISCELLANEOUS

The award procedure will be governed by the terms of these tender specifications, the tender documents, the provisions of the Financial Regulation of the International Olive Council, the provisions of the implementing procedures, and such present or future provisions as may be applicable.

After receiving the tenders, the Executive Secretariat reserves the right not to award the contract and to renegotiate with the tenderers that were given the best evaluation.

Up to the point of signature, the contracting authority may cancel the procurement procedure, without the candidates or tenderers being entitled to claim any compensation. This decision must be substantiated, and the candidates or tenderers notified.

The Executive Secretariat reserves the right to interpret these tender specifications.

Participation in this procurement procedure implies acceptance in full by the tenderer of all the clauses of the tender specifications and any obligations deriving there from.



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Madrid, 19 March 2025

Jaime Lillo
Executive Director