

INVITATION TO TENDER

Provision of Data Warehousing and Analysis System

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1 Invitation to Tender

1.1 Requirement

The provision of an IT tool or solution for the storage and analysis of data including-

- Statistical data on the communications market in Ireland collected by means of data questionnaires to authorised telecoms companies
- Survey data collected by means of market surveys of end users on the communications market in Ireland (qualitative and quantitative data)
- Secondary statistical data on the Irish market and other telecoms markets which is used for benchmarking purposes

1.2 Awarding Authority

The Commission for Communications Regulation Abbey Court Irish Life Centre Lower Abbey Street Dublin 1 Ireland

1.3 Overview of the Requirement

The successful tenderer(s) will be required, subject to contract, to implement the proposed solution or component(s) of the proposed solution, and provide ongoing support and maintenance of the solution or component(s) of the proposed solution for a period of 1 year.

The tender components are divided into primary and secondary components as follows:-

Primary Components:-

Database/storage solution for primary statistical data on the Irish telecoms market.

This data has been collected by the Market Development division in ComReg since 1999 and is currently stored in Microsoft Access with an interface to Microsoft Excel for queries and charts. Data is updated on a quarterly and/or annual basis and is provided to ComReg by licensed telecoms operators by means of a data questionnaire. Data from this questionnaire includes:

- a. Subscribers (fixed, mobile, Internet, broadband, cable TV etc, broken down by telecoms company)
- b. Revenues (fixed, mobile, Internet, broadband, cable TV etc. broken down by telecoms company)
- c. Traffic/volume data (data on telecoms minutes) (fixed, mobile, Internet, broadband, cable TV etc. broken down by telecoms company)
- d. Market share data (% shares of each telecoms operator in specific segments based on analysis of subscribers, revenues and/or traffic)Storage solution for market survey data:
- Quantitative and qualitative data based on interviews with samples of residential users of telecoms services in Ireland and sample of small business and large corporate users of telecoms in Ireland. This data has been collected since 2000 and is currently held in Microsoft Word tables. Data is collected either on a quarterly or an annual basis.

Secondary Components:-

Storage solution for secondary benchmark data:

• ComReg also holds some comparative data from the Irish market as well as other telecoms markets (subscribers, revenues, market shares etc.) which is used for comparison with developments and trends in the Irish market.

Analytical software tool to generate reports/management information:

• As well as storing data, ComReg's Market Development division generates reports from this data such as the Quarterly Key data report, using Microsoft Powerpoint and Microsoft Word. Going forward it is proposed that the data warehouse be linked to an analytical tool to allow ComReg staff to generate charts, graphs and reports on the fly. In addition it is envisaged that the wider ComReg staff base will have access to a limited set of base data as well as more analytical materials. The facility to roll-out several different levels of access allied to a user-friendly interface would be desirable in this context.

Automated interface between data questionnaires and data warehouse:

• At present ComReg staff manually enter data submitted by operators into the master database. Going forward we are looking to facilitate easy electronic submission of data by operators which can be imported into our database with the minimum of effort.

Tenderers must propose to provide a solution for part or all of at least one primary compulsory component. (i or ii above).

Tenderers should propose a solution for as many components as possible.

Tenderers must clearly demonstrate their ability to implement, run and support the proposed solution by documenting as relevant the following for each component of the solution which they are proposing to provide:-

- Understanding of the requirement;
- Overview of the proposed solution including user features and functions;
- Technical specification of the proposed solution;
- Implementation plan including timing and lead time;
- Proposed project personnel;
- Pricing and estimated costs for operation of the solution i.e. call costs; download rates etc.;
- Cost of implementation including hardware/software/licences and services;
- Solution for on-going service including commitment to availability, proposed service reporting, account management;
- Maintenance/Support costs;
- Samples of similar work completed to date;

- Implications/costs of termination of the service;
- Full consideration of resources the tenderer may need from ComReg, at different stages of the project including staffing and technical resources

1.4 Provision of Information

The Commission proposes to release the following information relating to this tender if so requested:-

- The name and address of the successful tenderer(s); and
- Overall contract value for each of the successful tender(s)

Note that under the Freedom of Information Act 1997 (as amended), information provided in this tender may be liable to be disclosed where the public interest value of releasing such information is deemed to outweigh the right to confidentiality. The Commission will consult with the tenderer supplying confidential information before making any decision on releasing such information in response to a request under the Freedom of Information Act 1997.

The Commission undertakes to hold confidential any information provided by tenderers ,subject to:-

- Disclosure of the information specified above as being information that will be released on request; and
- The Commission's obligations under law, including the Freedom of Information Acts, 1997 (as amended).

1.5 Tender and Contractual Arrangements

Tenders must adhere to the format set out in Section 4 and must be completed in the English language.

The solution offered may involve the provision of services from either a single party or a group/consortium of bidders. Where a bid is based on a group/consortium of business interests, the tender response document must identify:-

- The prime partner in the group/consortium;
- The number of parties involved and names of each party; and
- The proposed arrangements for its operation e.g. the area of participation of each party in the context of the contract in question.

Where a bid from a group or consortium of bidders is successful, the Commission will conclude a contract with a prime contractor within that group or consortium, who will then take responsibility for matters arising under the contract. The Commission reserves the right to select individual components from tenders(s) and upon agreement with the tenderer to comprise a total solution as relevant.

The response document must contain the tenderer's best and final offer for the award of contract. All prices must be quoted in Euro.

2 Requirements of Contract

2.1 General Requirements

This specification contains details of the minimum requirements (proposal to provide part or all of at least one primary component Section 1.3). Additional desirable services, where relevant, are also identified. Proposals above the minimum, should be detailed in the response and any associated costs detailed separately.

Service providers must have a proven track record and capability for providing a professional, high quality, accurate and compliant service similar to the services required in this Invitation to Tender.

Award of the contract will be dependent upon compliance by the successful tenderer with the tax clearance requirement of Irish public sector contracts procedures (which are subject to Council Directive 92/50/EEC of 18 June 1992 relating to co-ordination procedures for the award of public service contracts) and relevant statutory taxation requirements in relation to taxation of professional services provided to the public sector.

Tenderers to whom any of the circumstances listed in paragraph 1 of Article 29 of EU Council Directive 92/50/EEC (co-ordination procedures for the award of public service contracts) apply will be excluded from this competition. The said circumstances are outlined in Appendix 1

It should be noted that the Commission reserves the right, at its sole discretion, to cancel the competition should it see fit to do so.

2.2 Specific Requirements

The minimum requirement is to propose to provide at least all or part of a primary component with equivalent or superior functionality as detailed below under current configuration.

2.2.1 Primary and compulsory components

2.2.1.1 Primary data

- Current Configuration
 - o Quarterly key data

Quarterly key statistical data is collected from authorised or licensed telecommunications companies by means of a detailed questionnaire. Separate questionnaires have been designed for fixed and mobile operators.

This data is then manually entered into an Access database. Data is operator-specific but can be aggregated. Queries are generated using pivot tables in MS-Excel. Statistics include:

- Subscribers (fixed, mobile, Internet, broadband, cable TV etc, broken down by telecoms company)
- Revenues (fixed, mobile, Internet, broadband, cable TV etc. broken down by telecoms company)
- Traffic/volume data (data on telecoms minutes) (fixed, mobile, Internet, broadband, cable TV etc. broken down by telecoms company)
- Market share data (% shares of each telecoms operator in specific segments based on analysis of subscribers, revenues and/or traffic)

This data is then analysed and aggregated so that charts and graphs can be generated (using Excel) in the Quarterly Key Data report which is published in PDF format on the ComReg web site every 3 months.¹

The IT solution proposed should allow ComReg to import this data (both retrospectively and going forward) into the data warehouse and to allow us to import future updates from operators. Data is primarily numerical but the solution should support multiple data formats and types.

• Annual market analysis data

As part of ComReg's obligation to investigate specific markets with a view to determining if specific operators have dominance in that sector, ComReg collected very detailed primary statistical data from authorised operators in 2003.

This data was collected by means of an online questionnaire which operators were invited to complete via a secure Extranet. This data was submitted to an online Access database. As some operators were unable to submit data electronically, a portion of the data was manually entered into the Access database.

Operators submitted data for the period from 1999 to 2003. This data was similar to but more detailed than the quarterly key data outlined in the previous section. Data is operator-specific but can be aggregated.

The IT solution proposed should allow ComReg to import this historical data into the data warehouse and allow us to import future market analysis updates from operators. Data is primarily numerical but the solution should support multiple data formats and types.

ComReg plans to revise this questionnaire by the end of 2004 and to send the revised questionnaire to authorised operators in 2005. This will allow us to update our Market Analysis database with 2004 data.

¹ Previous Quarterly Key Data reports can be viewed at:

http://www.comreg.ie/publications/display.asp?id=100011&q=cat&s=5&navid=131#?s=5 &navid=131

It is hoped to design a more user-friendly online submission procedure so that operators can enter data updates directly into the Market Analysis database.

Tenderers should propose a solution for this online submission process which is user-friendly and secure.

The solution proposed should be configurable, i.e. it should be able to incorporate changes to the data questionnaires when required by Comreg. In addition it should be possible for the end-user, i.e. ComReg staff, to amend the data solution without the need for detailed and involved changes to existing data sets etc.

• Survey/market research data

In order to supplement primary statistical data collected from operators, ComReg commissions a number of market surveys on either an annual or quarterly basis. These surveys are based on interviews with end-users of telecoms services, be they home users or business users. The survey methodology is based on an interview (either by telephone or face-toface) with a panel of respondents who are asked a number of quantitative and qualitative questions about their use of and access to communications services. Each respondent's answers are collated into an aggregated statistical table which is stored in Microsoft Word.

These tables can be analysed to generate charts and graphs by means of tools such as SPSS or Microsoft Excel.

In practice the companies from whom these surveys are commissioned generate presentations to ComReg in Microsoft Powerpoint based on the data collected via interviews.

The IT solution proposed should allow ComReg to import this survey data (both retrospectively and going forward) into the data warehouse which contains the primary data outlined above.

In addition as new questions are added and existing questions dropped from surveys from time to time, the IT solution should be able to incorporate these changes with the minimum impact on the existing data system.

2.2.2 Secondary components

2.2.2.1 Secondary data

ComReg currently stores a range of secondary data which has been compiled from a number of sources both electronic and paper-based. This secondary data relates to statistics and performance indicators for other telecoms markets primarily in Europe. This data is useful as it allows ComReg to benchmark and compare the performance of the Irish market with other markets, particularly with regard to the development of competition in terms of subscriber growth and tariffs. ComReg would welcome suggestions on ways in which this data could be integrated with our primary data to allow us to generate concurrent analysis of both sets of data.

2.2.2.2 Analytical software

At present ComReg uses Microsoft Excel to generate data tables and charts and Microsoft Powerpoint to generate presentations using these charts. Quarterly Key Data report is generated in Microsoft Word and published to the ComReg web site in Adobe Acrobat.

ComReg plans to publish data extracts on its public web site which will be published alongside the quarterly key data report. This facility will allow end-users to import the base data into their own data processing systems, presentations etc.

Tenderers are encouraged to propose a solution which will allow ComReg to publish data extracts separately to both our public web site and our Intranet and to allow both staff and the wider public to search data sets from their Internet browser/desktop.

2.2.2.3 Automated questionnaire design and data submission process

Currently authorised operators submit primary statistical data to ComReg by means of a questionnaire. This questionnaire is submitted by email. Data is then manually entered into an Access database by ComReg staff.

It would be desirable going forward to facilitate direct online submission of primary data by authorised operators as well as to support imports of data from secondary sources such as electronic databases (for example the International Telecommunication Union's World Telecommunication Indicators database, CSO data), reports and datasheets.

It may be instructive to look at best practice by other bodies and by equivalent bodies in other countries. One such example is provided by the telecommunications regulator in Switzerland, Bakom².

ComReg welcomes suggestions from tenderers for a user-friendly solution which will allow our stakeholders to submit data securely and with the minimum of effort. Such a solution should also allow those submitting data to amend and update data when necessary.

2.3 Location and Confidentiality

The successful tenderer will be required to work alongside Commission staff and advisers from time to time. Where face to face meetings are required these will be held at the Commission's premises in Dublin. The confidentiality of the work will be protected at all times.

² <u>http://www.bakom.ch/en/telekommunikation/statistik/bakom_stat/index.html</u>

2.4 Duration of the Assignment

The following timescale indicates key deadlines in the project:

Results of Tendering Process to be communicated to all parties by the end of January 2005 or as soon as possible thereafter

• Target date for full implementation of assignment:- [31st March 2005]

It is intended to put a support contract for the chosen solution in place for a period of not less than 3 years.

2.5 Other information

The successful tenderer:-

- Will be required to comply with the requirements for the awards of Irish public sector contracts;
- Must agree to a confidentiality agreement covering the organisation and the individuals assigned to the project (see Appendix 1;and
- Must enter into a formal and binding contract for the work specifications required;

3 Conditions of Tendering

Detailed contractual arrangements are not within the scope of this document. However, the following conditions of tendering apply and should be noted in tenderers' responses:-

3.1 Conflict of Interest

Any conflicts of interest involving a contractor (or contractors in the event of a group or consortium bid) must be fully disclosed. Any registerable interest involving the contractor and the Commission or their relatives must be fully disclosed in the response to this Invitation to Tender, or should be communicated to the persons specified at Section 3.7 immediately upon such information becoming known to the tenderer in the event of this information only coming to their notice after the submission of the tender and prior to the award of the contract. The terms "registerable interest" and "relative" shall be interpreted as per section 2 of the Ethics in Public Office Act 1995.

3.2 Duration of Contract

It is intended that this Invitation to Tender will give rise to a contract for the provision of the services in question, to the Commission, for a period of 3 years from the date of commencement of the contract.

At the end of the initial contract period, the Commission will review the service being provided, and reserves sole discretion as to whether or not the contract will be renewed thereafter.

3.3 Information supplied by tenderers to be contractually binding

Information supplied by tenderers will be treated as contractually binding. However, the Commission reserves the right to seek clarification or verification of any such information.

3.4 Costs incurred in preparing Tenders

The Commission will not be liable in respect of any costs incurred or loss suffered by a tenderer in the preparation or submission of tenders or any associated work effort.

3.5 Time available for the Commission to accept Tenders

All tenders must be kept open for acceptance from the date specified in section 3.7 for *at least 4 calendar months* (unless previously withdrawn)

3.6 Submission of Tenders

Tenders must be completed in accordance with the format specified in Section 4 of this document. Tenders which are incomplete may be rejected.

<u>Tenders should be submitted by registered post or by hand.</u> Tenders must be submitted in four copies, in the format described in section 4, to:-

Patricia Dowling trend Manager Commission for Communications Regulation Abbey Court Irish Life Centre Lower Abbey Street Dublin 1 Ireland

3.7 Deadline for receipt of Tenders

Applications must be received by 5PM (Irish Time) on 22nd December 2004. Tenders which are delivered late will not be considered. No tender may be withdrawn after its acceptance.

3.8 Acceptance of Tenders

- 3.8.1 ComReg reserves the right at its sole discretion, to accept or reject any tender (in whole or in part) and to waive any informality or irregularity. ComReg is not bound to accept the lowest or any tender.
- 3.8.2 The contract if awarded shall be awarded to the tenderer that has submitted:-
 - A tender in compliance with this Invitation to Tender and the conditions of tendering herein; and
 - The tender adjudged to be the most economically advantageous having regard to the award criteria set out in section 6 herein.
- 3.8.3 If a tender is accepted, written notification of acceptance of a tender will be given to the successful tenderer and no tender shall be deemed to be accepted until such notification has been given.
- 3.8.4 ComReg may make acceptance of any tender conditional upon the tenderer providing (at the tenderer's expense) such security for the due performance of the contract as ComReg may require.

4 Format of Tender

All costings for the project must be quoted in euro and must be inclusive of all charges (excluding VAT). Any exchange rate risk will be borne by tenderers. Tenderers should outline the payment terms which they consider to be appropriate to the proposed assignment. Separate prices must be provided for the minimum requirements specified together with the additional costs, if any, for supplying additional information specified as desirable. Prices should distinguish between labour costs and associated overheads; and material and postage costs for test letters.

All information arising from the tender process will be and shall remain the property of the Commission. Your agreement to this should be included in your detailed tender. The successful tenderer will be required to sign a confidentiality agreement.

Tenders must take the following format:-

4.1 General Information

- 1. Name, address, telephone and fax number of tenderer. Name of person within the tendering business dealing with the matter;
- 2. Name, address, telephone and fax number of any third-parties involved in the tender. Name of person within third-party business dealing with the matter;
- 3. Where applicable, a description of role or element of contract to be fulfilled by any sub-contractors or third-parties together with their names and addresses;
- 4. Where applicable, identification of party who will carry overall responsibility for the contract and his/her position within the contracting company/business;
- 5. Please state if your organisation is accredited with ISO or other recognised quality standard equivalent;
- 6. Confirmation of acceptance by the tenderer and any third parties of the conditions of tender described in Section 3 of this document.

4.2 Details of the Tendering Firm

During the evaluation, the suitability of tenderers will be checked by reference to their financial and economic standing and technical capability.

4.2.1 Economic and Financial Standing

Tenderers must provide evidence that they have a sufficiently sound economic and financial standing to undertake the project. The following information should be provided in response to this paragraph:-

- (a) An appropriate statement from banks evidencing the tenderer's financial standing or evidence of relevant professional risk indemnity insurance;
- (b) Presentation of the tenderer's balance sheets or extracts therefrom, where publication of the balance sheets is required under company law in the country in which the service provider is established;
- (c) A statement of the undertaking's overall turnover and its turnover in respect of the services to which this contract relates for the three previous financial years;
- (d) A statement from the tenderer that none of the excluding circumstances listed in Article 29 of Council Directive 92/50/EEC (co-ordinating procedures for the award of public service contracts) applies to him/her. The said circumstances are outlined in Appendix 2.

4.2.2 Technical Capability

Evidence of the technical capability of the tenderer will be assessed by reference to the following and the required information should be provided in response to this paragraph:-

- (a) The relevant professional qualifications of the personnel, including managerial personnel, who would be responsible for providing the services under the contract;
- (b) An indication of the technical staff who would be involved in the contract, whether or not belonging directly to the service provider, especially those responsible for quality control;
- (c) A statement of the service provider's average annual manpower, and the number of managerial staff, for the last three years;
- (d) A brief statement of the technical equipment available to the service provider for carrying out the services; and
- (e) A description of the service provider's measures for ensuring quality, which are relevant to this contract.

4.3 Resource Allocation

Tenderers are required to describe the measures in place, including management and the nature and level of supervision which will be provided, for ensuring that a high quality service will be delivered.

4.4 Detailed Proposal

The proposal must include the following:-

- (1) A detailed statement of the tenderer's understanding of the assignment and the work to be performed;
- (2) A detailed description of the project team proposed for the assignment, in particular, position within the firm, number of years with the firm,

proposed role/responsibility in the assignment, description of previous relevant projects and experience;

- (3) A statement on conflict of interest: The proposal must contain a clear statement that there is no existing or potential conflict of interest in relation to the proposed assignment.
- (4) An outline of the methodology(ies) and key project steps they propose in order to implement the solution/system
- (5) A statement regarding the property of information arising from the assignment contract: The tenderer must clearly state in the proposal document that he/she agrees that all information arising from any contract that might be awarded will be and shall remain the property of the Commission. In particular, tenderers should include a statement to the effect that copies of all working papers and supporting material arising from the project will be made available to the Commission on request;

The work will be conducted in English and deliverables will be submitted in English.

4.5 Relevant Experience and References

Comprehensive details of experience of providing the required services are required.

Tenderers must provide a list of names, addresses and telephone numbers of at least 3 existing customers who may be contacted for references in connection with the proposed services.

5 Points of clarification regarding the Tender Process

Companies interested in tendering must signal their interest in writing, on or **before 5pm on 6th December 2004**, giving details of the company's contact person and their contact details by post to:-

Patricia Dowling trend Manager Commission for Communications Regulation Abbey Court Irish Life Centre Lower Abbey Street Dublin 1 Ireland

Or email to:patricia.dowling@comreg.ie

There will be a period during which prospective tenderers may request clarification on related issues. In particular, tenderers shall immediately notify ComReg should they become aware of any ambiguity, discrepancy, error or omission in this Invitation to Tender. This period is from **29thNovember to 6th December 2004** during which time questions/clarifications may be sought via e-mail which should be sent to the following address:-

patricia.dowling@comreg.ie

After this period all questions and answers will be circulated by the **10th of December** to companies who have signalled interest in tendering, as above.

6 Evaluation of Tenders and Award Criteria

Tenders will be evaluated on the basis of the most economically advantageous tender, applying the following award criteria:-

Commitment to provision of a value for money quality solution and on-going service demonstrated through the following award criteria, listed in order of priority:

Order	Award Criteria
1	Award CriteriaQuality, flexibility and scalability of the proposed solution and approach to meeting the requirements; for exampleIs the solution flexible (can it handle multiple data formats, can it interface with other applications/systems, can it be customised easily by ComReg, is it user-friendly?)Is the solution robust (can it handle large volumes of data, can data integrity be protected, will robust patches/fixes be supplied as soon as possible after software bugs are identified?)Is the solution scalable (can additional components, datasets etc be added to the system at a later date, is the system future-proofed?)Is the solution User Friendly(can it be managed and Administered by non-Technical Resources)
2	Experience of the tenderer in delivering similar assignments;
3	Quality and expertise of personnel proposed
4	Ability and commitment to support the proposed solution;
5	Total cost of the proposal

It should be noted that the tenders shall be opened at the same and not before the closing time for receipt of tenders has elapsed. The evaluation criteria will not be changed without prior notification to all applicants.

Tenderers should note also that a further selection stage involving presentations and interviews may be necessary at short notice in order to select the successful candidate.

NB:- The Commission reserves the right not to select the lowest or any tender.

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APPENDIX 1

CONFIDENTIALITY AGREEMENT COVERING TENDER TO COMMISSION FOR COMMUNICATIONS REGULATION

The Chairperson Commission for Communications Regulation Abbey Court Irish Life Centre Lower Abbey Street Dublin 1 Ireland

We hereby agree not to divulge any confidential information, written or oral, acquired during the course of our tender to the Commission for Communications Regulation (ComReg) to any company, person or persons.

We shall not at anytime after submitting the tender, use or attempt to use any such information concerning the business secrets or operational secrets of ComReg which we acquire in the course of our tender for our own, or any other firm or person's benefit.

APPENDIX 2

CIRCUMSTANCES WHICH MAY EXCLUDE A SERVICE PROVIDER FROM PARTICIPATION IN THE CONTRACT (ARTICLE 29, PARAGRAPH 1 OF EU COUNCIL DIRECTIVE 92/50/EEC OF 18 JUNE, 1992 CO-ORDINATING PROCEDURES FOR THE AWARD OF PUBLIC SERVICE CONTRACTS

"Any service provider may be excluded from participation in a contract who:

- (a) is bankrupt or is being wound up, whose affairs are being administered by the court, who has entered into an arrangement with creditors, who has suspended business activities or who is in any analogous situation arising from a similar procedure under national laws and regulations;
- (b) is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding-up or administration by the court or for an arrangement with creditors or of any other similar proceedings under national laws or regulations;
- (c) has been convicted of an offence concerning his professional conduct by a judgment which has the force of *res judicata*;
- (d) has been guilty of grave professional misconduct proven by any means which the contracting authorities can justify;
- (e) has not fulfilled obligations relating to the payment of social security contribution in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority;
- (f) has not fulfilled obligations relating to the payment of taxes in accordance with the legal provision of the country of the contracting authority;
- (g) is guilty of serious misrepresentation in supplying or failing to supply the information that may be required under this Chapter."

APPENDIX 3

TENDER ACKNOWLEDGEMENT FORM

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Commission for Communications Regulation

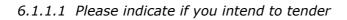
TO:

Patricia Dowling trend Manager Commission for Communications Regulation Abbey Court Irish Life Centre Lower Abbey Street Dublin 1 Ireland

Or email to:- patricia.dowling@comreg,ie

• FROM: •

I acknowledge receipt of your Invitation to Tender relating to the above Tender.



6.1.1.1.1 Yes		
Signed	6.2 [Date
Position in Company		
Name of Organisation Tendering		
		(IN BLOCK CAPITALS)
Address		,
Phone No	Fax No	
email	Contact Name	
Issued on (date)	Postmark	
22		Company Stam ComRe
<u> </u>		50,,,,,,,

 $\label{eq:crosseries} Invitation to Tender/Market Data Warehouse CRO \ Number^3 .$

 $^{^{\}rm 3}$ This field is compulsory as ComReg cannot contract with a company which is not registered to operate in Ireland.