

## CONTRACT NOTICE

### Services

#### SECTION I: CONTRACTING AUTHORITY

##### I.1 NAME, ADDRESSES AND CONTACT POINT(S)

Trans-European Research and Education Networking Association  
482026118  
Singel 468 D, 1017AW AMSTERDAM (Nederland)  
For the attention of: L. van Pinxteren  
Telephone: +31 205304488, Fax: +31 205304499  
Email: pinxteren@terena.org  
Internet address(es): www.terena.org  
Electronic access to information: <https://www.tenderned.nl:443/tenderned-web/aankondiging/detail/samenvatting.xhtml?aankondigingId=30705>

##### **Further information can be obtained at:**

TCS contact  
c/o TERENA, Singel 468 D, 1017 AW AMSTERDAM (Nederland)  
For the attention of: Nicole Harris  
Telephone: +31 205304488, Fax: +31 205304499  
Email: procurement@terena.org, Internet address (URL): [www.terena.org/activities/tcs/](http://www.terena.org/activities/tcs/)

##### **Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at:**

As in above-mentioned contact point(s)

##### **Tenders or requests to participate must be sent to:**

TCS contact  
c/o TERENA, Singel 468 D, 1017 AW AMSTERDAM (Nederland)  
For the attention of: Nicole Harris  
Telephone: +31 205304488, Fax: +31 205304499  
Email: procurement@terena.org, Internet address (URL): [www.terena.org/activities/tcs/](http://www.terena.org/activities/tcs/)

##### I.2 TYPE OF THE CONTRACTING AUTHORITY AND MAIN ACTIVITY OR ACTIVITIES

European institution/agency or international organisation  
Other: Internet for Education and Research in Europe  
The contracting authority is purchasing on behalf of other contracting authorities: no

#### SECTION II: OBJECT OF THE CONTRACT

##### II.1 DESCRIPTION

###### II.1.1 Title attributed to the contract by the contracting authority

TERENA Certificate Service 2014

###### II.1.2 Type of contract and location of works, place of delivery or of performance

Type: (c) Services  
Category: Legal services  
Main place of performance: Europe  
NUTS code: -

###### II.1.3 The notice involves

A public contract

###### II.1.5 Short description of the contract or purchase(s)

Since 2005, TERENA has coordinated a joint procurement on behalf of European NRENs to provide TLS certificates to their constituencies. Initially, this service focused on server certificates but in recent years has been expanded to include certificates to support personal certificates and code-signing certificates. 29 European NRENs currently take advantage of the TERENA Certificate Service (TCS), whilst a further 44 NRENs have the option to sign-up to the service.

#### **II.1.6 Common procurement vocabulary (CPV)**

##### **Main object**

Main vocabulary: 79132000-8 (Certificeringsdienstverlening)

#### **II.1.7 Contract covered by the Government Procurement Agreement (GPA)**

no

#### **II.1.8 Division into lots**

no

#### **II.1.9 Variants will be accepted**

yes

### **II.2 QUANTITY OR SCOPE OF THE CONTRACT**

#### **II.2.1 Total quantity or scope**

Bidders are invited to submit an offer for a managed TLS certificate service that will allow the NRENs acting as service providers to their constituencies to provide the European education and research community with a functionally unlimited number of certificates as described in the technical requirements for this tender.

#### **II.2.2 Options**

yes

description of these options: TERENA is open to novel approaches to solve the challenge of providing large numbers of certificates to the European education and research community. However, solutions presented must be available at the time that they are offered. TERENA is not willing to embark on a potentially long development project and therefore seeks proven technology.

provisional timetable for recourse to these options: in months: 24

Number of possible renewals: 3

in the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts: in months: 12

### **II.3 DURATION OF THE CONTRACT OR TIME-LIMIT FOR COMPLETION**

Duration in months: 24

## **SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION**

### **III.1 CONDITIONS RELATING TO THE CONTRACT**

#### **III.1.1 Deposits and guarantees required**

-

#### **III.1.2 Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them**

-

#### **III.1.3 Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

-

#### **III.1.4 Other particular conditions to which the performance of the contract is subject**

yes

Requirement: Registration

Description: The proposal from the bidder contains a copy of the bidder's registration in the professional or trade registers.

Legislative Reference: Enrolment in a commercial or professional register

Evidence: Proof of enrolment in a commercial or professional register

Explanation for Evidence: The proposal from the bidder contains a copy of the bidder's registration in the professional or trade registers.

### **III.2 CONDITIONS FOR PARTICIPATION**

**III.2.1 Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

-

**III.2.2 Economic and financial capacity: Information and formalities necessary for evaluating if requirements are met:**

-

**III.2.3 Technical capacity: Information and formalities necessary for evaluating if requirements are met:**

-

**III.2.4 Reserved contracts**

-

### **III.3 CONDITIONS SPECIFIC TO SERVICES CONTRACTS**

**III.3.1 Execution of the service is reserved to a particular profession**

no

**III.3.2 Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service**

no

## **SECTION IV: PROCEDURE**

### **IV.1 TYPE OF PROCEDURE**

**IV.1.1 TYPE OF PROCEDURE**

Open

**IV.1.2 Limitations on the number of operators who will be invited to tender or to participate**

-

**IV.1.3 Reduction of the number of operators during the negotiation or dialogue**

-

### **IV.2 AWARD CRITERIA**

**IV.2.1 Award criteria**

The most economically advantageous tender in terms of the criteria stated below (the award criteria should be given with their weighting or in descending order of importance where weighting is not possible for demonstrable reasons)

Criteria: Certificate types

Description: The offered service should allow organisations to request various types of certificates.

Requirements: -

Weighing Factor: 31

Subcriterion: OV Certificates

Description: The offered service should allow organisations to request OV certificates.

Requirements: -

Weighing Factor: 6

Subcriterion: EV Certificates

Description: The offered service should allow organisations to request EV certificates.

Requirements: -

Weighing Factor: 6

Subcriterion: Personal certificates

Description: The offered service should allow users to request personal certificates.

Requirements: -

Weighing Factor: 3

Subcriterion: DV certificates

Description: The offered service should allow users to request DV certificates in circumstances where OV and EV cannot be used.

Requirements: -

Weighing Factor: 3

Subcriterion: Code signing certificates

Description: The offered service should allow users to request code signing certificates.

Requirements: -

Weighing Factor: 3

Subcriterion: Other types

Description: The offered service should allow organisations to request a range of other certificate type (e.g. robot, pdf etc.)

Requirements: -

Weighing Factor: 2

Subcriterion: Validity

Description: The offered service should allow certificates with a range of validity periods (between 1 and 3 years).

Requirements: -

Weighing Factor: 2

Subcriterion: Revocable

Description: Certificates issued by the service within the contract period should remain valid and revocable beyond the lifetime of the contract.

Requirements: -

Weighing Factor: 4

Subcriterion: Wildcard

Description: The offered service should allow wildcard certificates to be issued.

Requirements: -

Weighing Factor: 2

Criteria: Certificate profiles

Description: Supported profiles. Note that the combined weight is 7.5%

Requirements: -

Weighing Factor: 8

Subcriterion: eScience requirements

Description: The offered service should meet the eScience requirements (as per the specification in Annex B).

Requirements: -

Weighing Factor: 5

Subcriterion: Profile creation

Description: The offered service should allow certificates profiles to be created during the service lifetime, e.g. profiles relating to specific values in extendedKeyUsage and subjectAltName.

Requirements: -

Weighing Factor: 1

Subcriterion: Profile length

Description: The offered service should support profiles accepting at least RSA Key Lengths between 2048 bits and 8192 bits and support SHA-1, SHA-256 and SHA-512, and have appropriate migration plans in place for SHA-1 obsolescence. Note that this weighs 1.5%

Requirements: -

Weighing Factor: 2

Criteria: Certificate scopes

Description: Who the certificates should be available to and how they can be obtained.

Requirements: -

Weighing Factor: 20

Subcriterion: List of NRENS

Description: The offered service should be available to an agreed list of NRENS and their customers.

Requirements: -

Weighing Factor: 2

Subcriterion: Effective process

Description: The offered service should support an efficient and effective process to handle certificate request that minimises the per-certificate request handling cost and per-certificate request handling effort - both for the entities involved in processing the request and for the certificate holder.

Requirements: -

Weighing Factor: 5

Subcriterion: Electronic process

Description: The offered service should support a fully electronic certificate request process - certificate requests should not require face-to-face meetings.

Requirements: -

Weighing Factor: 4

Subcriterion: Registration Authorities

Description: The offered service should make good use of the existing relationship between NRENS and their member organisations to maximise service efficiency - e.g. NRENS acting as Registration Authorities.

Requirements: -

Weighing Factor: 4

Subcriterion: Migration

Description: The bidder should be willing to support the effective migration of the service to a new provider once the contract period is complete. Key material relating to trust anchors created as part of the contract shall be permitted to be exported to a similarly secure environment after the end of the service. IP in the certificates shall be held by TERENA.

Requirements: -

Weighing Factor: 5

Criteria: Interfaces

Description: NRENS should be able to access the service via an appropriate web interface.

Requirements: -

Weighing Factor: 21

Subcriterion: Portal

Description: The system should provide a central portal that allows for organisations and end users to request, obtain, renew and revoke certificates, including end-of-life notifications for certificates.

Requirements: -

Weighing Factor: 6

Subcriterion: Portal branding

Description: NRENS should be able to appropriately brand the central portal interface.

Requirements: -

Weighing Factor: 4

Subcriterion: Best practice and user statistics

Description: The user interface should support web accessibility best practice. The offered service should provide usage statistics using an API and/or the HTML-base user interface.

Requirements: -

Weighing Factor: 1

Subcriterion: API alternative

Description: The vendor should provide an API for user interfaces to NRENS as an alternative to the central portal.

Requirements: -

Weighing Factor: 2

Subcriterion: Authentication

Description: The offered service interface should support authentication using SAML WebSSO or equivalent.

Requirements: -

Weighing Factor: 4

Subcriterion: Availability

Description: The system should be highly available to end users and offer excellent response times.

Requirements: -

Weighing Factor: 2

Subcriterion: Provisioning API

Description: The system should provide an effective API for provisioning users in to the system.

Requirements: -

Weighing Factor: 2

Criteria: Support and Training

Description: Support for and documentation of the service. Note that the weight of this criterion is 3.5%

Requirements: -

Weighing Factor: 3

Subcriterion: End-user support

Description: The vendor should provide full end-user support or escalation through customer help desk during normal business hours.

Requirements: -

Weighing Factor: 1

Subcriterion: Guide and training

Description: The offered service should provide a written user guide in English.

The vendor should provide a training program for NREN staff members.

Requirements: -

Weighing Factor: 1

Subcriterion: Maintenance and support

Description: The vendor should continuously perform maintenance and support of the offered service (this will weigh 1%).

The vendor should notify customers 10 business days in advance about planned maintenance with significant effect on offered service performance. This will weigh 0.5%

Requirements: -

Weighing Factor: 1

Criteria: Standards and Compliance

Description: Conforming to modern web browser and other standards.

Requirements: -

Weighing Factor: 17

Subcriterion: Recognized by browsers

Description: The offered service should provide certificates that are recognised by the current versions of the most popular families of web browsers, software and mobile clients throughout the lifetime of the contract.

Requirements: -

Weighing Factor: 4

Subcriterion: Working with standards organisations

Description: The vendor should be willing to work with standards organisations (such as the CA/B Forum) and reflect best practices from these organisations in to service offerings and be willing to represent the needs of the TERENA community to these organisations as appropriate.

Requirements: -

Weighing Factor: 2

Subcriterion: Alternative name extension support

Description: The offered service should support the use of the subject alternative name extension, including domains owned by different organisations in different countries, for which CA/Browser Forum compliant Domain Validation suffices

Requirements: -

Weighing Factor: 2

Subcriterion: Same subject

Description: The offered service should support multiple valid certificates with the same subject.

Requirements: -

Weighing Factor: 2

Subcriterion: Audit practices

Description: The audit practices of the offered service should be appropriate for the community in question.

Requirements: -

Weighing Factor: 3

Subcriterion: Anchors and CRL services

Description: The vendor should explain if the service can support the secure hosting of additional enterprise-specific trust anchors, subordinate CAs and end-entity issuing CAs. (This weighs 0.5%)

The bidder shall provide online CRL services and online OCSP services as supported by all major browsers. New CRLs should be issued each 24 hours or at most 1 hour after a revocation. OCSP information should be updated immediately after every revocation. (This weighs 0.5%)

Requirements: -  
Weighing Factor: 1

Subcriterion: Support for certain characters and things to be included in the certificate  
Description: The offered service should support characters that cannot be represented in PrintableString and names that exceed PrintableString limitations with minimal possible encoding. (This weighs 0.5%)

The offered service should include 'CRL Distribution Point URLs' in each issued TERENA certificate. The services should include 'Authority Information Access, AccessMethod=OCSP in each issued TERENA certificate. (This weighs 0.5%)

Requirements: -  
Weighing Factor: 1

Subcriterion: eKU  
Description: The offered service should support extended key usage (eKU).  
Requirements: -  
Weighing Factor: 2

#### **IV.2.2 An electronic auction will be used**

no

### **IV.3 ADMINISTRATIVE INFORMATION**

#### **IV.3.1 File reference number attributed by the contracting authority**

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#### **IV.3.2 Previous publication(s) concerning the same contract**

no

#### **IV.3.3 Conditions for obtaining specifications and additional documents**

Time limit for receipt of requests for documents or for accessing documents: -

Payable documents: no

#### **IV.3.4 Time-limit for receipt of tenders or requests to participate**

18/04/2014 12:00

#### **IV.3.5 Date of dispatch of invitations to tender or to participate to selected candidates**

-

#### **IV.3.6 Language(s) in which tenders or requests to participate may be drawn up**

EN

Other: -

#### **IV.3.7 Minimum time frame during which the tenderer must maintain the tender**

Duration in month(s): 6

#### **IV.3.8 Conditions for opening tenders**

Date: 18/04/2014 12:00

Place: TERENA Office, Amsterdam, the Netherlands

Persons authorised to be present at the opening of tenders: yes

This is a closed procedure. Each proposal will be treated confidentially.

## **SECTION VI: COMPLEMENTARY INFORMATION**

### **VI.1 THIS IS A RECURRENT PROCUREMENT**

no

### **VI.2 CONTRACT RELATED TO A PROJECT AND/OR PROGRAMME FINANCED BY EU FUNDS**

no

### **VI.3 ADDITIONAL INFORMATION**

Any questions and remarks concerning the Call for Proposals must be sent to the liaison person through e-mail. Questions must be asked before 14 March 2014, 12:00 hrs CET. TERENA reserves the right not to answer questions received after this deadline. Answers that are considered to be corrections or extensions to the Call for Proposals will be anonymised and will be published on the TERENA website and sent to all Parties to which TERENA has sent this Call for Proposals. Both answers and questions will be issued no later than 21 March 2014, 12:00 hrs CET.

Under the Common Procurement Vocabulary (“CPV”), i.e. a European classification system for public procurement, the TCS qualifies as a ‘certification service’ (Classification 79132000-8 of the CPV). Because certification services in turn are listed in Annex IIB to the Procurement Directive the TCS is to be regarded as a B service. The Directive prescribes only very limited regulations for tendering Annex 2B services, i.e. common rules in the technical field and certain publication rules. Due to the cross border character of the service (and the related cross border interest of bidders to participate in this tender procedure), TERENA has decided to:

- Send this Call for Proposals to all established CA providers that are currently known to TERENA;
- Publish the Call for Proposals on the TERENA website;
- Advertise the tender procedure on TenderNed and TED.

TERENA thus creates a level playing field in tendering the requested service. TERENA emphasises that the procedure does not classify as one of the award procedures laid down in the Directive and that such was expressly not the intention of TERENA.

### **VI.4 PROCEDURES FOR APPEAL**

#### **VI.4.1.1 Body responsible for appeal procedures**

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#### **VI.4.1.2 Body responsible for mediation procedures**

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#### **VI.4.2 Lodging of appeals**

Precise information on deadline(s) for lodging appeals: -

#### **VI.4.3 Service from which information about the lodging of appeals may be obtained**

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### **VI.5 DATE OF DISPATCH OF THIS NOTICE:**

24/02/2014

### **ANNEX B: INFORMATION ABOUT LOTS**

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