

# **Tender Document**

European Tender Procedure

Remote Management and Support for Private  
Cloud Naturalis

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## 2 Definitions

|                                                    |                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Agreed use</b>                                  | The use that the Contracting Authority intends to make of the Services as known to the Contractor – or as the Contractor may reasonably be expected to know – at the time of the conclusion of the Contract on the basis of this Invitation to Tender, its Appendices, and the Memoranda of Information. |
| <b>Assignment</b>                                  | The services/supplies/works to be provided by the Contractor under the Contract, including the tasks to be performed and the associated deliverables.                                                                                                                                                    |
| <b>Award Criterion</b>                             | The criterion on the basis of which the contract will be awarded to a Tenderer. In this European tender, it is specified as a price criterion and qualitative criteria.                                                                                                                                  |
| <b>Award Decision</b>                              | The contracting authority's decision regarding the Tenderer with whom it intends to enter into a contract, including the choice to not award any contract.                                                                                                                                               |
| <b>Bid</b>                                         | The irrevocable, unconditional offer from a Tenderer for the fulfillment of the Assignment as described in this Tender Document.                                                                                                                                                                         |
| <b>Business Days</b>                               | Calendar days, excluding Saturdays, Sundays, and officially recognized holidays in the Netherlands.                                                                                                                                                                                                      |
| <b>Contract</b>                                    | The written agreement between the Contracting Authority and the Contractor in which the conditions of the assignment are recorded.                                                                                                                                                                       |
| <b>Contracting Authority</b>                       | Stichting Naturalis Biodiversity Center                                                                                                                                                                                                                                                                  |
| <b>Contractor</b>                                  | The Tenderer(s) with whom the Contracting Authority concludes the Contract.                                                                                                                                                                                                                              |
| <b>Exclusion Grounds</b>                           | A circumstance applicable to the Tenderer or a person affiliated with the Tenderer that results in exclusion of the Tenderer from participating in the tendering process. The grounds for exclusion are stated in Articles 2.86 and 2.87 of the Public Procurement Act.                                  |
| <b>European Single Procurement Document (ESPD)</b> | A self-declaration as referred to in Article 2.84, paragraph 1 of the amended Dutch Public Procurement Act 2012. The ESPD is a standardized document used in public procurement procedures within                                                                                                        |

|                                              |                                                                                                                                                                                                                                                                             |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                              | the European Union. It allows Tenderers to self-declare that they meet the Suitability Criteria for a public contract, simplifying the process of proving that they are not subject to exclusion grounds and that they fulfill the necessary requirements for the contract. |
| <b>General Purchasing Conditions</b>         | General Purchasing conditions Naturalis                                                                                                                                                                                                                                     |
| <b>Memorandum of Information</b>             | A document containing all questions asked and answers given, in anonymised form and, if applicable, additional information. This includes the questions and answers submitted via TenderNed.                                                                                |
| <b>Most Economically Advantageous Tender</b> | The Bid that achieves the lowest weighted price per point based on the best price-quality ratio.                                                                                                                                                                            |
| <b>Public Procurement Act</b>                | The amended Dutch Public Procurement Act 2012, effective from July 1, 2016, which implements European procurement directives in the Netherlands ( <i>In Dutch: GAW 2012, Gewijzigde Aanbestedingswet 2012</i> ).                                                            |
| <b>Requirement</b>                           | A 'knock-out criterion.' Your Bid must comply with the Requirements without any reservations to be eligible for the contract award.                                                                                                                                         |
| <b>Suitability Requirements</b>              | The requirements with which Tenderers must comply in order to be eligible to win the tender.                                                                                                                                                                                |
| <b>Tender Document</b>                       | This invitation to submit a Bid, including the appendices.                                                                                                                                                                                                                  |
| <b>Tenderer</b>                              | An economic operator(s) who has/have submitted a Tender or is/are planning to submit a Tender. In this document, the word 'you' is taken to mean the Tenderer.                                                                                                              |

### 3 Naturalis Biodiversity Center

*For knowledge about and the preservation of our biodiversity.*

Nature continues to amaze. The diversity of plant and animal species is breathtaking. This biodiversity is a prerequisite for life on our planet. We need the richness of nature for food, medicine, and energy. And to enjoy! But biodiversity is increasingly under pressure.

*Naturalis Biodiversity Center is dedicated to describing, understanding, and preserving biodiversity. With our collection, knowledge, and data, we map biodiversity and promote its conservation. In this way, we contribute to solutions for major global challenges. The current biodiversity crisis makes our work more relevant than ever.*

#### **Naturalis has a societal role**

We raise awareness about biodiversity through our knowledge. In this way, we engage in the national political debate to create a 'biodiversity recovery plan,' we work for the conservation of wild pollinators, we contribute to the development of antivenom for snake bites, and we map the species diversity of the Amazon.

#### **Naturalis is the national research institute for biodiversity, with an international scope**

Naturalis is an authority in the field of researching and understanding biodiversity. Knowledge is essential for the conservation of biodiversity. Together with scientists from around the world, we map biodiversity, conduct excellent research, and make our knowledge available. To conserve something, knowledge is required—of what was, what is, where it is, and why. In this way, we document forms and species, including the effects of climate change over time. We search for methods to better protect the world's coral reefs, develop techniques to improve water and soil quality, and conduct research on changes in the Caribbean Sea.

#### **Naturalis manages the national natural history collection**

Naturalis manages the national natural history collection. With over 43 million objects, it is one of the largest and most geographically diverse natural history collections in the world. Naturalis promotes the use of this collection for scientific research and societal applications. With this collection—largely digitized and accessible worldwide—we are an important partner for organizations

#### **Naturalis is an international leader in sharing biodiversity data**

Internationally, Naturalis is taking the lead in the digital accessibility of natural history collections and the sustainable connection with other digital data. We are at the foundation of a powerful global knowledge network on biodiversity and are pioneers in 'open access' data sharing. This is essential if we are to gain new scientific insights and find solutions to global challenges.



**Naturalis inspires both young and old to be enthusiastic about nature and biodiversity**

Naturalis is a family museum where we engage visitors by sharing our knowledge, stories, and impressive collection pieces, including our pride and joy: T. rex Trix. We aim to welcome visitors and students and inspire them about nature. Children are the researchers and guardians of tomorrow's biodiversity. We do this not only in our exhibitions but also at home, outdoors, and in schools. And in our museum shop.

## 4 Description of the assignment

### 4.1 Global description and intended purpose of the assignment

Naturalis is a publicly funded institute and believes in the value of open source. As an early adopter, Naturalis has been running a private cloud infrastructure based on open source software (OpenStack and Ceph), since 2014. Initially this infrastructure was implemented to provide a platform for researchers. Currently, the platform is used for storing lab, collection and research data, and offering a platform for the development and hosting of a broad set of digital services.

The Core Infrastructure team at Naturalis is the platform team responsible for providing these core digital resources to a multitude of development and research teams, and more broadly to the rest of the organization. To be able to focus on enabling the other teams to effectively use these resources, the deployment and day-to-day management of the private cloud, is performed by an external supplier, with expert knowledge of OpenStack and Ceph.

Naturalis started this European tender with the goal to contract a supplier for remote support, deployment and management of the Naturalis private cloud. The contract will cover:

- The support of the current (hyperconverged) OpenStack and Ceph cluster
- The deployment, remote management and support of a new OpenStack cluster
- The deployment, remote management and support of either two new Ceph clusters (fast/slow tier) or a single combined Ceph cluster.
- The offering of support with the migration of workloads and data from the current cluster to the new clusters.
- The possibility to support, deploy and remotely manage Kubernetes cluster(s).

The Naturalis private cloud is based in a single datacenter in the Netherlands and built on hardware purchased by Naturalis. Currently Naturalis is in the process of contracting a new hardware supplier through a European tender, a tender that includes purchasing the hardware for the future clusters. With the help of an external supplier, the Naturalis Core Infrastructure team also provides the required network services.

The size of the current cluster is 3 controller nodes and 25 OpenStack / Ceph nodes with a total of 1800 vCPUs and a total raw storage capacity of 1600 TB.

The future OpenStack cluster will initially also include 1800 vCPUs, with 3 controller nodes. The number of hypervisors is to be determined, with a minimum of 12 nodes. The future bulk/slow storage Ceph cluster (or tier within a combined cluster) will initially have a total size of 1500 TB raw storage based, with 12 OSD nodes. The future fast SSD-based storage cluster (or tier within a combined cluster) will have a total initial capacity of (about) 250 TB raw storage, with 6 OSD nodes. The current hyperconverged cluster is based on the Canonical flavor of OpenStack and Ceph, with deployment and management of the cluster based on MAAS and Juju. All servers run Ubuntu Linux 22.04 LTS. For the future clusters it's not required to use the same platform.

Naturalis is looking for a partner that is able to perform the remote management and support for these clusters, including providing advice, performing complex modifications, and annual upgrades. Appendices A en B provides more detailed information about the current and future situation

(Appendix B - Technical description) and all the Requirements for this Contract (Appendix A - Technical description).

Please note that Appendix B - Technical description will only be provided after receipt of a signed non disclosure agreement (Appendix G)

#### **4.2 Purpose of the tender**

The purpose of this European tender is to establish a contract for the management and support of the private cloud of Naturalis with one supplier.

#### **4.3 Duration of the contract**

The agreements will be initially concluded for a period of two years and can be extended three times for an additional two years per extension.

#### **4.4 Lots & CPV codes and estimated value of the contract**

##### **4.4.1 Lot division**

This assignment is not suitable for division into separate lots. The various components of the service provision are too heavily interdependent. To ensure the reliable operation of Naturalis' vital IT systems, support must be provided by a single service provider. This prevents situations where ambiguity arises regarding which provider is responsible for resolving an issue (such as a fault or outage), thereby mitigating risks to the continuity of the services running on these systems. Furthermore, it is common practice for providers offering support for OpenStack to also support Ceph and Kubernetes, and vice versa. Consequently, splitting the assignment into lots is not advisable, as doing so would pose a risk to the quality of service delivery and, in turn, jeopardise the continuity of Naturalis' vital ICT systems and processes.

##### **4.4.2 CPV-codes**

The relevant CPV code is:

| Description                              | CPV-Code   |
|------------------------------------------|------------|
| Services for Computer support and advice | 72600000-6 |

##### **4.4.3 Estimated size of the Contract**

The estimated size of the contract is shown in the three scenarios below, each with a probability of occurrence.

|                                                       | 2026            | 2027            | 2028            | 2029            | 2030            | 2031            | 2032            | 2033            |
|-------------------------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
|                                                       | Number of nodes | Number of nodes | Number of nodes | Number of nodes | Number of nodes | Number of nodes | Number of nodes | Number of nodes |
| <b>Low growth scenario (20% probability)</b>          |                 |                 |                 |                 |                 |                 |                 |                 |
| Hyperconverged controller / management server         | 3               | 0               | 0               | 0               | 0               | 0               | 0               | 0               |
| Hyperconverged OpenStack hypervisor / Ceph OSD server | 25              | 0               | 0               | 0               | 0               | 0               | 0               | 0               |
| Ceph management server                                | 3               | 3               | 3               | 3               | 3               | 3               | 3               | 3               |
| Slow tier Ceph OSD server                             | 12              | 12              | 12              | 12              | 18              | 18              | 18              | 18              |
| Fast tier Ceph OSD server                             | 0               | 0               | 0               | 0               | 0               | 0               | 0               | 0               |
| OpenStack controller server                           | 3               | 3               | 3               | 3               | 3               | 3               | 3               | 3               |
| OpenStack hypervisor server                           | 12              | 12              | 12              | 12              | 12              | 12              | 12              | 12              |
| Total number of nodes                                 | 58              | 30              | 30              | 30              | 36              | 36              | 36              | 36              |
| <b>Medium growth scenario (60% probability)</b>       |                 |                 |                 |                 |                 |                 |                 |                 |
| Hyperconverged controller / management server         | 3               | 0               | 0               | 0               | 0               | 0               | 0               | 0               |
| Hyperconverged OpenStack hypervisor / Ceph OSD server | 25              | 0               | 0               | 0               | 0               | 0               | 0               | 0               |
| Ceph management server                                | 6               | 6               | 6               | 6               | 6               | 6               | 6               | 6               |
| Slow tier Ceph OSD server                             | 18              | 24              | 24              | 30              | 30              | 36              | 36              | 36              |
| Fast tier Ceph OSD server                             | 6               | 6               | 6               | 6               | 6               | 6               | 6               | 6               |
| OpenStack controller server                           | 3               | 3               | 3               | 3               | 3               | 3               | 3               | 3               |
| OpenStack hypervisor server                           | 12              | 14              | 16              | 16              | 18              | 18              | 20              | 20              |
| Total number of nodes                                 | 73              | 53              | 55              | 61              | 63              | 69              | 71              | 71              |
| <b>High growth scenario (20% probability)</b>         |                 |                 |                 |                 |                 |                 |                 |                 |
| Hyperconverged controller / management server         | 3               | 0               | 0               | 0               | 0               | 0               | 0               | 0               |
| Hyperconverged OpenStack hypervisor / Ceph OSD server | 25              | 0               | 0               | 0               | 0               | 0               | 0               | 0               |
| Ceph management server                                | 3               | 3               | 3               | 3               | 3               | 3               | 3               | 3               |
| Slow tier Ceph OSD server                             | 18              | 24              | 30              | 36              | 42              | 48              | 48              | 48              |
| Fast tier Ceph OSD server                             | 6               | 6               | 6               | 6               | 6               | 6               | 6               | 6               |
| OpenStack controller server                           | 3               | 3               | 3               | 3               | 3               | 3               | 3               | 3               |
| OpenStack hypervisor server                           | 12              | 14              | 16              | 18              | 20              | 22              | 24              | 24              |
| Total number of nodes                                 | 70              | 50              | 58              | 66              | 74              | 82              | 84              | 84              |

#### **4.5 Variants**

Within the context of a tender procedure, a variant is an alternative — possibly innovative — solution to a problem, different from what was initially requested in the tender. For this tender this is not a relevant option. Upon submitting a Tender in accordance with the Tender document, the Tenderer is not permitted to submit a variant of this Tender.

#### **4.6 Options/revision clause**

During the term of the agreement, Naturalis has the right to amend the framework agreement (based on Article 2.163c of the Public Procurement Act):

1. Initially, the Contract is valid for a period of 2 years. It can be extended three times for an additional period of maximum 24 months per extension.

## 5. The tender procedure

### 5.1 Participating in this tender for non-Dutch speaking parties

Participation in this tender procedure is only possible through the website [www.tenderned.nl](http://www.tenderned.nl). Unfortunately, this website is available almost exclusively in Dutch and only in limited English.

Explanatory information about TenderNed is available in English via: [Dutch government's online tendering system](#). In addition, various browsers, including Google Chrome and Microsoft Edge, offer the possibility to translate web pages.

### 5.2 Short online course on tender procedure and TenderNed

Participating in a public procurement procedure can be challenging, particularly for organisations with little or no prior experience in this field. For this reason, Naturalis offers a brief course to prospective Tenderers who feel the need for guidance. This course provides an explanation of the tender process and highlights important aspects to consider when submitting a Bid via TenderNed. If you like to participate in this course please send a request by email to Noëlle van Gerwen ([noelle.vangerwen@naturalis.nl](mailto:noelle.vangerwen@naturalis.nl)) with the subject line 'SHORT COURSE TENDER PROCEDURE'.

**Please note:** Tenderers remain solely responsible for the correct and timely submission of their Bid. No rights may be derived from participation in the course.

### 5.3 Open procedure

For this European tender, Naturalis is utilising the open procedure in accordance with Article 2.26 of the Dutch Public Procurement Act. Under this public European procurement procedure, the selection and award phases are conducted concurrently within a single stage.

During the selection phase, the suitability of each Tenderer is assessed based on the specified exclusion grounds and suitability requirements. Subsequently, in the award phase, an evaluation determines which Tenderer offers the best value for money for Naturalis, judged against the stipulated requirements and award criteria (Most Economically Advantageous Tender).

This procurement exercise aims to conclude a Contract with one supplier.

### 5.4 Contact persons

All communication concerning this tender procedure shall take place via the TenderNed platform ([www.tenderned.nl](http://www.tenderned.nl)), unless otherwise indicated.

Once you have registered your interest in this invitation to tender on TenderNed, you will be able to send and receive messages regarding this tender procedure through the 'My Tenders' section. Any queries concerning the procedure should be directed to the Contracting Authority's designated contact person exclusively via TenderNed.

Messages will be sent to you via TenderNed. Within your personal TenderNed settings, you can enable automatic notifications, including alerts sent to your registered email address. It remains your

sole responsibility to ensure these notification emails are not intercepted or blocked by your email provider's security filters or systems.

Should communication via TenderNed prove impossible, please contact the following persons: Ms Noëlle van Gerwen ([noelle.vangerwen@naturalis.nl](mailto:noelle.vangerwen@naturalis.nl)) with a copy (CC) to the deputy contact person Mr Thomas van Oudheusden ([thomas.vanoudheusden@naturalis.nl](mailto:thomas.vanoudheusden@naturalis.nl)).

Any attempt to initiate direct contact with individuals or departments other than the designated contact persons listed above regarding this tender procedure is strictly prohibited. Naturalis reserves the right to exclude Tenderers who contact staff members other than the designated contact persons from participating in this European tender.

For functional or technical queries related to the use of the TenderNed platform, please contact the TenderNed Service Desk. They are available on weekdays from 08:30 to 17:00 CEST by telephone at 0800-8363376 or via email at [servicedesk@tenderned.nl](mailto:servicedesk@tenderned.nl). Further guidance can also be found on the TenderNed website: [TenderNed voor ondernemingen](#) or [TenderNed for foreign businesses](#).

## 5.5 Submission of a Tender in collaboration with others

If you are unable to complete the assignment independently, you may collaborate with other economic operators to submit a Tender. There are two possible structures for such collaboration:

1. **Consortium** – A group of entities jointly submitting a Tender, with each member bearing joint and several liability for both the obligations arising from the Tender and the performance of the Contract.
2. **Principal Contractor with Subcontractors** – A structure where a single Contractor assumes full liability for all obligations, including those assigned to subcontractors.

### 5.5.1 Tendering as a Consortium

If you choose to submit a Tender as a consortium, the following requirements apply:

- Each consortium member must complete and legally sign a separate *European Single Procurement Document (ESPD)*, specifying the consortium's composition (see Part II of the ESPD).
- The role of each consortium member must be clearly indicated, including the designation of a lead member who will act as the authorised representative of the consortium.
- All consortium members accept joint and several liability for meeting the obligations arising from the Tender and, if successful, the Contract.
- If a consortium member relies on the capacity of an external entity to meet the Suitability Requirements (see paragraph 6.3 of this document), the relevant subcontractor must also complete and legally sign a separate ESPD, filling in Parts II A, II B, III, and IV (see the instructions under II C of the ESPD).
- Each consortium member must submit all required supporting documentation as part of the Tender.

#### 5.5.2 Tendering as a Principal Contractor with Subcontractors

If a principal contractor submits a Tender without relying on the capacity of subcontractors, only the principal contractor must complete and legally sign Part II D of the ESPD.

If a principal contractor **does** rely on subcontractors to meet the Suitability Requirements (see paragraph 6.3 of this document), the following applies:

- Each relevant subcontractor must complete and legally sign a separate ESPD, filling in Parts II A, II B, III, and IV (see the instructions under II C of the ESPD).
- Any subcontractor whose capacity is relied upon must submit the necessary supporting documentation for the Tender.

The principal contractor is fully liable for fulfilling all obligations under the Tender and, if awarded, the Contract. This includes liability for the obligations delegated to subcontractors.

All completed and legally signed ESPDs must be included in the Tender submission.

### **5.6 Single Tender Submission**

Each economic operator may submit only **one** Tender, either individually or in collaboration with others.

Entities that are connected through a relationship of dependency (such as a group affiliation) may participate separately in this tender procedure. However, they must do so strictly as competitors. To ensure fair competition, they must demonstrate that their affiliation has neither influenced their conduct in this tendering process nor restricted fair competition in any way.

### **5.7 Deficiencies and opportunity to ask questions, Memorandum of Information**

#### 5.7.1 Deficiencies

This Tender Document, including its annexes, has been drafted with the utmost care. However, if a Tenderer identifies any deficiencies, ambiguities, contradictions, defects, or provisions that may conflict with the Public Procurement Act or any other applicable regulations, they are requested to report these as soon as possible—no later than the deadline for submitting questions, as specified in the schedule. This enables Naturalis to make any necessary corrections in a timely manner.

Failure to report such issues within the stipulated timeframe shall constitute a waiver of any rights to invoke the alleged deficiency, ambiguity, contradiction, defect, or legal inconsistency against Naturalis at a later stage.

#### 5.7.2 Opportunity to ask questions, Memorandum of Information

Tenderers are given the opportunity to submit questions or comments regarding this Tender Document. All questions must be submitted exclusively via the question-and-answer module on TenderNed.

Questions may be submitted **until the deadline specified in paragraph 5.12.**

Responses to these questions will be provided in an anonymised Memorandum of Information, which will be published on [www.tenderned.nl](http://www.tenderned.nl). This document forms an integral part of the procurement procedure and its related documentation. It is advisable to finalise and submit your bid only after the publication of the final Memorandum of Information.

If a second round of questions is necessary, only follow-up questions directly related to the responses provided in the first Memorandum of Information may be submitted during this second round.

## **5.8 Submission of bids**

### **5.8.1 Timely, valid, and complete**

Bids must be submitted via the digital vault at [www.tenderned.nl](http://www.tenderned.nl) before the specified deadline.

Submissions made by post, fax, or email will not be accepted. Once the TenderNed digital vault has closed (i.e., after the submission deadline), it will no longer be possible to submit a bid. It is the sole responsibility of the Tenderer to ensure they possess a registered account with TenderNed and the required authentication tools sufficiently in advance of the submission deadline.

The submitted bid must be legally valid. This requires that the bid documentation, including all forms and attachments, is signed by an officer duly authorised to represent and legally bind the Tenderer's company. Such authorisation will be verified against the company's registration in the relevant trade register and any applicable powers of attorney provided.

### **5.8.2 Tenderned malfunction**

Should a demonstrable malfunction of the TenderNed system prevent a Tenderer from submitting their bid before the deadline, Naturalis reserves the right, but is under no obligation, to extend the submission deadline. This right may be exercised after the original deadline has passed, provided that the digital vault has not yet been opened by Naturalis.

In the event of such a malfunction preventing timely submission, the Tenderer must immediately notify Naturalis by sending an email to [aanbesteding@naturalis.nl](mailto:aanbesteding@naturalis.nl) with the subject line "MALFUNCTION TENDERNED PRIVATE CLOUD MANAGEMENT". The Tenderer must also contact the individual specified in paragraph 5.4 by telephone without delay.

Naturalis retains the unilateral right, at its sole discretion, to decide whether or not to extend the submission deadline. The responsibility for submitting the bid by the deadline ultimately rests with the Tenderer. To mitigate the risk of late submission due to unforeseen issues, Tenderers are strongly advised to submit their bids well in advance of the deadline and not wait until the final hours. The Tenderer explicitly bears the full risk of any TenderNed system malfunction occurring within the final four hours leading up to the submission deadline.

If Naturalis exercises its right to extend the deadline, all Tenderers who have already submitted a bid will be permitted to amend, supplement, or resubmit their bid within the revised timeframe.

### 5.8.3. Checklist for submission

The submitted bid must be complete. This means that all requested documents and information must be included with the submission, as specified in the Submission Checklist (Appendix A). The checklist serves a dual purpose:

- **For the Tenderer:** It serves as a guide to assist in ensuring that all requested information is provided punctually, accurately, and in full.
- **For Naturalis:** It ensures that requested information is submitted in a structured format, which facilitates the comparison of bids and expedites the evaluation process.

Tenderers are required to respond to all questions set out in this invitation to tender and to complete all required forms in full. The responsibility for providing complete and accurate information rests entirely with the Tenderer. Should a Tenderer elect not to answer a specific question, they must explicitly state this and provide the reason(s) for doing so.

To reduce the administrative burden, responses concerning certain exclusion grounds and selection requirements may be provided by completing and signing the European Single Procurement Document (ESPD). By submitting the ESPD, the Tenderer makes a self-declaration, initially taking responsibility for compliance with the relevant grounds and requirements. The Tenderer is responsible for assessing their position in relation to all applicable grounds and requirements declared within the ESPD.

Should Naturalis identify a Tenderer for potential contract award based on the submitted ESPD, it will require that Tenderer to provide the supporting evidence verifying the declarations made therein.

This evidence must be submitted within five (5) working days of Naturalis's request.

Amendments or additions to the bid submission cannot be made after the deadline has passed.

However, Naturalis may, at its sole discretion, permit a Tenderer to clarify information or rectify manifest errors or omissions, provided such corrections do not materially alter the substance of the originally submitted bid.

## **5.9 Evaluation of the bids**

### 5.9.1 Award criterion

For this European tender procedure, Naturalis will award the contract based on the criterion of the 'Best Price-Quality Ratio (BPQR)'. This means that the evaluation will consider not only the price but also qualitative aspects of the bid. The performance of the contract must, as a minimum, meet the specified requirements. In addition, Naturalis has defined specific award criteria related to this contract, allowing Tenderers to positively differentiate their bids from competitors based on quality. Tenderers must submit a price that corresponds to meeting the specified minimum requirements and reflects the level of quality offered against the qualitative award criteria.

### 5.9.2 Method of evaluation and the award criteria

The evaluation of Tenderers' responses to the qualitative award criteria will be conducted by an evaluation committee. This committee comprises minimal three experts in the relevant field and one

procurement advisor from Naturalis. The committee will evaluate each qualitative criterion in accordance with the evaluation framework (paragraph 7.3.2).

As stated in paragraph 5.9.1, the contract will be awarded based on the Best Price-Quality Ratio (BPQR). This overall criterion is comprised of criteria for Price and Quality. To determine the winning Bid the weighted price per point is calculated. The Tenderer who attains the lowest price per point has offered the most economically advantageous tender (Best Price-Quality Ratio ) and is therefore awarded the Contract. For this Tender, price is considered 60% and quality 40%. Please refer to section 7 for more information about the evaluation method.

In the event of a tie where two or more Tenderers achieve the exact same weighted price per point, the Tenderer with the higher score for the qualitative criteria alone will be ranked higher. If scores remain tied after applying this rule, the final ranking between the tied Tenderers will be determined by drawing lots, conducted by a civil-law notary. Tenderers involved in the tie will be permitted to attend the drawing of lots if they wish.

#### 5.9.3 Explanation and verification of the Tender

The Contracting Authority can request that the Tenderer explains his Bid in greater detail and/or provide substantiating documents. The Contracting Authority is entitled – although not obliged – to check the accuracy of all data and statements submitted within the scope of the Bid.

#### 5.9.4 Order of evaluation

The evaluation of submissions will follow these sequential steps:

1. Verification of timely submission of the bid.
2. Assessment of compliance with formal requirements, completeness, and unconditionality of the bid.
3. Evaluation of exclusion grounds (based on ESPD declarations).
4. Assessment of eligibility requirements (based on ESPD declarations and potentially supporting evidence).
5. Evaluation of compliance with minimum requirements.
6. Assessment and scoring against the award criteria (Quality and Price).

If a bid fails to meet the conditions or requirements at any stage from step 1 to step 5, it will be set aside and will not proceed further in the evaluation process.

#### 5.9.5 Formal requirements, completeness, and unconditionality

Submissions must comply with the specific formatting and procedural requirements set out by Naturalis. These requirements aim to ensure uniformity between proposals, facilitating a more efficient evaluation and minimising the risk of bids being rejected because essential information cannot be easily located or is missing.

The submission must be complete. This means all requested documents must be included, and where required, signed by an appropriately authorised individual. An incomplete submission will generally be considered invalid and set aside. However, Naturalis reserves the right to request

clarification or allow the correction of what it deems to be a manifest error or omission, provided this does not substantially alter the bid.

Submissions must be unconditional. Bids containing reservations or conditions imposed by the Tenderer will be considered invalid and set aside.

#### 5.9.6 Exclusion grounds

In accordance with the mandatory exclusion grounds stipulated in Article 2.86 of the Public Procurement Act, Naturalis will not award a contract to a Tenderer subject to any of these grounds. By completing and signing the relevant sections of the European Single Procurement Document (ESPD Part III, Section A), the Tenderer declares that none of these mandatory exclusion grounds apply.

Furthermore, Naturalis applies certain optional exclusion grounds as permitted under Article 2.87 of the Dutch Public Procurement Act 2012. These are indicated in the ESPD (Part III, Section C). By completing and signing the ESPD, the Tenderer declares that none of these selected optional exclusion grounds apply to them.

#### 5.9.7 Suitability requirements

In line with Article 2.90 of the Dutch Public Procurement Act 2012, Naturalis has set certain suitability requirements for this tender. These requirements are used to assess whether Tenderers possess the necessary economic and financial standing and technical and professional ability to perform the contract successfully. Tenderers declare their compliance with these requirements via the ESPD. The specific suitability requirements for this tender are detailed in paragraph 6.3 of this document.

#### 5.9.8 Minimum requirements

Naturalis has established a Statement of Requirements (see Appendix A) for this contract, outlining the minimum standards that must be met. By signing the Statement of Requirements, the Tenderer confirms their capability and commitment to comply with all specified minimum requirements. Each minimum requirement functions as a pass/fail criterion (knock-out). If a Bid fails to meet one or more of these minimum requirements, it will be deemed non-compliant and must be set aside.

**Please note:** Your answers to the qualitative criteria must also meet the Requirements. If an answer to a qualitative criterion shows that you do not meet one or more Requirements then you may be excluded from further participation in this tender procedure.

### **5.10 Awarding procedure**

#### 5.10.1 Intended Award Decision

When the decision to award the contract is communicated to the Tenderer with the best price-quality ratio, all other Tenderers will, at the same time, receive a written explanation. This

explanation will state the reasons why their tender was not successful, outline the main differences compared to the winning tender, and include the name of the Tenderer to whom Naturalis intends to award the contract.

#### 5.10.2 Suspensive period, objection to the award decision

Tenderers who disagree with the intended award decision have the right to initiate civil summary proceedings against it within a standstill period of at least 20 calendar days, in accordance with article 2.127 of the Public Procurement Act. Any disputes arising from this European tender shall fall under the jurisdiction of the competent court in the District of The Hague. If a Tenderer fails to initiate proceedings within the standstill period—by serving a writ of summons at the address of Naturalis—the right to challenge the intended award decision will be forfeited.

The standstill period does not apply in cases where the dispute is based on a circumstance that only came to light after the expiry of that period. In such cases, the standstill period shall begin on the day the relevant circumstance became known.

The expiry of the standstill period without summary proceedings having been initiated does not obligate Naturalis to immediately proceed with the final award. The contract will only be concluded after Naturalis has issued a written final award decision.

If summary proceedings are initiated, Naturalis will inform the Tenderers with a direct interest in the outcome. Naturalis will then await the decision of the court and determine its next steps accordingly. If the court rules in favour of Naturalis, it reserves the right to proceed with the final award. In such an event, Naturalis shall not be held liable for any (delay-related) damages or costs, even if a judicial authority later reaches a different conclusion.

#### 5.10.3 Final award

If no objections are raised against the intended award decision within the standstill period, Naturalis will proceed to issue the final award in writing. Rejected Tenderers will not receive any further communication. Only the successful Tenderer will be contacted to discuss the next steps in the procedure.

### **5.11 Agreement(s)**

After the final award, Naturalis will conclude the Contract with the winning Tenderer and possibly a standby agreement with the Tenderer ranked second.

#### 5.11.1 Contract

Naturalis has prepared a draft Contract, which is included as Appendix C. This document sets out the terms and conditions applicable to the Contract. Tenderers are permitted to propose detailed amendments to the draft Contract by submitting improvement proposals. These proposals must be submitted together with any questions for the Memorandum of Information. Naturalis reserves the right to accept or reject any proposed amendments at its sole discretion when finalising the agreement.

The final agreement will consist of the draft Contract, as amended or supplemented by any changes incorporated through the Memorandum of Information. By submitting a bid, the Tenderer unconditionally accepts the final Contract.

### 5.12 Time schedule

The time schedule for this procurement procedure is shown in the overview below.

| Action                                                    | Deadline                   |
|-----------------------------------------------------------|----------------------------|
| Publish Tender Document                                   | 13 June 2025               |
| Submission of questions for the memorandum of information | 27 June 2025, 17:00h CET   |
| Publish memorandum of information                         | 9 July 2025                |
| Submission of tender                                      | 22 August 2025, 17:00h CET |
| Send preliminary award decision                           | 19 September 2025          |
| Send final award decision and signing of the Contract     | 13 October 2025            |
| Start of the agreement                                    | 20 October 2025            |

Naturalis aims to adhere to the above schedule as much as possible, but is not obligated to follow this schedule, except for the legally established deadlines. Naturalis reserves the right to change dates and will communicate any changes to all involved parties.

### 5.13 Additional provisions

In addition to the conditions set out in the preceding paragraphs of this chapter, Naturalis has established some specific provisions that apply to this European tender procedure. These provisions are detailed in the following paragraphs.

#### 5.13.1 Acceptance of the terms of the procurement procedure

By submitting a Bid, the Tenderer confirms their unconditional acceptance of the terms and conditions governing this procurement procedure, as set out in this Tender Document.

#### 5.13.2 Brands, standards, patents, or types

When brands, standards, patents, and/or types are indicated in this Tender Document, they shall be understood to include the phrase “or equivalent.” Tenderers are permitted to propose an alternative product or service, provided it offers equivalent performance or quality.

#### 5.13.3 Manipulative bids

It is not allowed to submit manipulative bids. A manipulative bid aims to restrict competition. If Naturalis finds that a bid significantly deviates from other bids with the intention of influencing the evaluation system to achieve a maximum score, while not resulting in the best price-quality ratio, Naturalis will ask the Tenderer clarification questions. Based on the additional information obtained, Naturalis will assess whether the bid is considered acceptable or manipulative. If a bid is deemed manipulative, it will be set aside and not further considered in the evaluation and ranking.

The submission of manipulative Bids is strictly prohibited. A manipulative Bid is one that seeks to distort fair competition. If Naturalis identifies that a Bid deviates significantly from others—particularly where such deviation appears designed to exploit the evaluation methodology in order to achieve a maximum score without offering the best price-quality ratio—Naturalis will issue clarification questions to the Tenderer. Upon reviewing the responses, Naturalis will determine whether the Bid is acceptable or should be considered manipulative. If found to be manipulative, the Bid will be excluded from further evaluation and ranking.

#### 5.13.4 Reserving the right to terminate the procedure

Naturalis has the right to terminate the ongoing European procurement procedure. This termination may occur in the following situations:

1. Insufficient availability of financial resources.
2. Lack of (formal) positive decision-making regarding the award by Naturalis.
3. Need to adjust the content of the European tender due to changes in regulations or government policy.
4. If one or more parties raise objections to the intended award decision.
5. If the European procurement procedure is deemed irregular by Naturalis.

The above list is not exhaustive.

#### 5.13.5 Compensation/reimbursement of costs

The Bid must not incur any costs for Naturalis, other than the compensation mentioned in paragraph 7.2. If it turns out that the Tenderer charges costs for the Bid, the Bid will be set aside and considered as not submitted.

If Naturalis decides to terminate this tender procedure or not to award the contract, Naturalis is not obliged to reimburse any costs or provide any compensation to Tenderers.

Naturalis further reserves the right to convert the procedure into a negotiated procedure in accordance with the applicable provisions if no suitable Bids have been received.

#### 5.13.6 Price negotiations

No (interim) (price) negotiations will take place. The prices and percentages stated in the Bid are final and binding.

#### 5.13.7 Intellectual property

If the Tenderer uses a new process or product in their Bid, the Tenderer must clearly state this in the accompanying submission letter. Such a process or product will be treated as confidential.

Intellectual property rights shall remain with the Tenderer.

#### 5.13.8 Confidentiality

All information contained in this Tender Document, or in any related documentation or communication, may only be used by the Tenderer for the purpose of responding to this tender procedure. It may not be used for any other purpose. Public disclosure or publicity relating to this tender is not permitted without the prior written consent of Naturalis.

All provided information and documentation will become the property of Naturalis. Naturalis will treat all information received through this procedure as confidential and will not use it for purposes other than those described unless otherwise stated by the Tenderer.

By submitting a bid, the Tenderer confirms that they will handle all information obtained in relation to this tender procedure confidentially. It is not permitted to disclose information to third parties, except for partners, subcontractors, and assistants engaged by the Tenderer. However, the Tenderer remains fully responsible for ensuring compliance with the confidentiality obligation.

#### 5.13.9 Applicable law

Only Dutch law applies to this tender procedure.

#### 5.13.10 Language

Bids must be submitted in the Dutch or English language.

#### 5.13.11 Complaints procedure

Interested parties that disagree with any aspect of this tender procedure or with a decision made by Naturalis may make use of the available complaints procedure. The *Naturalis Complaints Procedure for Public Procurement*, version dated 08 May 2020, is included in Appendix J.

If a Tenderer disagrees with the way a matter has been handled or with a decision taken by Naturalis, they may submit a formal complaint to the Commission of Tender Experts. In such cases, the complainant is requested to also send a copy of the complaint to the Naturalis contact person listed in paragraph 5.4. Further information about the Commission of Tender Experts and the procedure for lodging a complaint can be found at [www.commissievanaanbestedingsexperts.nl](http://www.commissievanaanbestedingsexperts.nl).

In addition, legal appeal remains possible through judicial proceedings, as described in paragraph 5.10.2. The submission of a complaint—whether to Naturalis or to the Commission of Tender Experts—does not suspend or delay the procurement procedure. Any opinion or decision issued by the Commission of Tender Experts is non-binding and Naturalis is not obliged to act upon it.

## **6. Formal Requirements, Exclusion Grounds, and Suitability Criteria**

To submit a valid Bid:

1. the Bid must comply with the specified formal requirements and be complete;
2. none of the exclusion grounds may apply to the Tenderer;
3. and the Tenderer must meet the specified Suitability Criteria.

These three aspects are elaborated upon in this chapter.

### **6.1 Formal Requirements and Completeness of the Tender**

The formal requirements for the Bids in this tender procedure are as follows:

1. All documents are complete and truthfully filled out.
2. The Bid is signed by an authorized representative who can legally represent the Tenderer.
3. The Tenderer's Bid remains valid for up to four months after the ultimate date for submission of the Bid.
4. The prices and rates in the Bid are stated in Euros, excluding VAT.
5. The Bid is submitted in A4 format with page numbering.
6. The Bid includes the components/documents as described in the Tender Checklist in Appendix H.
7. The Bid must be uploaded to the secure digital vault on the TenderNed website. It must include all the required documents, duly signed where necessary.
8. Documents provided by Naturalis may not be substantively altered by the Tenderer.
9. The Bid is submitted in Dutch and/or English.

### **6.2 Exclusion Grounds**

In this tender procedure, the mandatory exclusion grounds apply to Tenderers. The mandatory exclusion grounds are listed in Part III A of the European Single Procurement Document (ESPD), which is attached in Appendix E. The Tenderer must complete the ESPD to indicate whether the exclusion grounds apply to them or not.

Part III B of the ESPD relates to the payment of taxes and social security contributions. The Tenderer must also complete this part of the ESPD.

In addition to the mandatory exclusion grounds, Naturalis has also selected a number of optional exclusion grounds. The applicable optional exclusion grounds are marked in Part III C of the ESPD. The Tenderer must complete this part of the ESPD to indicate whether these exclusion grounds apply to them or not.

At the first request of Naturalis, within five calendar days, the Tenderer must be able to provide the following supporting documents:

1. A Certificate of Conduct for Procurement (Gedragsverklaring Aanbesteden, GVA) issued by the Ministry of Justice and Security, as referred to in Article 4.1 of the Public Procurement Act, which is no older than 24 months on the ultimate date for submission of the Bid;
2. A current extract from the Chamber of Commerce, which is no older than six months on the ultimate date for submission of the Bid, with proof of no bankruptcy from the Chamber of Commerce;
3. A statement from the Tax Authorities indicating that the Tenderer is in compliance with their obligations to pay taxes or social security contributions, which is no older than six months on the ultimate date for submission of the Bid.

Foreign companies cannot request a GVA (Certificate of Conduct for Procurement ) from the Justis service. This can be replaced by a sworn statement or a solemn declaration. The foreign company makes this declaration before an authorized judicial or administrative authority, a notary, or a competent professional organization in that country.

### **6.3 Suitability Requirements**

Naturalis has set a number of Suitability Requirements for this tender to ensure that only companies with sufficient knowledge and experience can submit a Bid. The Suitability criteria are explained in the following subsections.

#### **6.3.1 Financial and Economic Capacity, Liability Insurance**

The Tenderer must have product and public liability insurance in place at the time of submitting its Bid, as well as throughout the entire term of the Contract, with coverage of at least € 500,000 per incident and a minimum of € 1,000,000 per year.

By completing Part IV of the ESPD and signing the ESPD, the Tenderer declares that they have such insurance coverage. If requested by Naturalis, the Tenderer must provide a copy or excerpt of a valid insurance policy.

Note: In Part IV of the ESPD, the term "Selection Criteria" is used, but 'Suitability Criteria' must be read there.

#### **6.3.2 Technical Competence, References**

The Tenderer must demonstrate their technical and professional competence by possessing the following core competency. The Tenderer must provide proof of having this core competency by submitting a reference (Appendix F).

**Core Competency:**

The Tenderer must have experience with:

1. Providing remote managed support for an OpenStack configuration with at least 20 hypervisor nodes, including keeping the software up-to-date.
2. Providing remote managed support for a Ceph configuration with at least 20 nodes, including keeping the software up-to-date.
3. Providing remote managed support for a Kubernetes configuration with at least 10 nodes, including keeping the software up-to-date.

It is allowed to use the same reference for multiple core competences. Each reference must meet the following requirements:

- The reference was carried out by the Tenderer as the main contractor;
- Each reference must have a contract duration of at least 2 years;
- The Tenderer must use the reference form in Appendix F for submitting the reference;
- If requested by Naturalis, the Tenderer must provide a satisfaction statement from the client of the referenced project within 5 working days;
- The reference must not come from a parent or sister company of the Tenderer;
- Naturalis reserves the right to verify the provided information with the referee listed on the reference form.

**6.3.3 Professional Qualification**

The Tenderer, including any participants in a consortium, must be registered in the trade register in accordance with the legislation of the country where they are established.

By completing Part IV of the ESPD and signing the ESPD, the Tenderer confirms that it is registered in the trade register. Upon request from Naturalis, the Tenderer must be able to provide evidence showing that this statement is accurate, including at least an extract from the trade register, no older than six months. If the Tenderer cannot meet this requirement, they will be excluded from participating in the tender procedure.

## 7 Award Criterion

This Section concerns the award criteria. The Bids are assessed based on the award criteria. Your response to the award criteria must be included in your Bid. In your response, you must take into account the requirements set out in the Statement of Requirements (Appendix A).

### 7.1 Best Price-Quality Ratio

Naturalis will award the contract to the Tenderer who submits the Most Economically Advantageous Tender, assessed according to the criterion of the *Best Price-Quality Ratio*. The *Best Price-Quality Ratio* is calculated on the basis of the 'weighted price per point' method. The Bid with the lowest weighted price per point has the *Best Price-Quality Ratio*. See paragraph 7.4 for an explanation of the weighted price per point method that is used for this tender procedure.

The relevant award criteria and their respective weightings are described in the sections below.

For each individual quality criterion Tenderers may earn points. The maximum total score that can be achieved for the quality criteria is 100 points. The allocation of points per quality criterion is detailed in the table below. You cannot earn points with the price criteria itself. The price is included in the assessment by the weighted price per point method

| Award Criterion | Component                                   | Maximum Points to be Awarded |
|-----------------|---------------------------------------------|------------------------------|
| Price 1.a       | Remote management, support, and consultancy | n.a.                         |
| Price 1.b       | Onboarding and migration                    | n.a.                         |
| Quality 1       | Approach to Migration                       | 50                           |
| Quality 2       | Approach to Onboarding                      | 25                           |
| Quality 3       | Plan for Energy Efficiency                  | 25                           |
| <b>Total</b>    |                                             | <b>100</b>                   |

After the final scores for the quality criteria is determined for each Bid the weighted price per point will be calculated.

## 7.2 Price

The price criterion consists of two subcriteria:

- 1.a - Remote management and support
- 1.b - Onboarding and migration

### 1.a - Remote management, support, and consultancy

For this criterion Tenderer must provide a **price per node** for each type of server in each tier (Appendix D). In addition Tenderer must provide an **hourly rate** for which it will perform all its consultancy services.

**Please note** that is maximised at 150 EUR excluding VAT. An average rate of more than 150 EUR excluding VAT will result in your Tender being disqualified from the assessment process and therefore you are eliminated from contention.

### 1.b - Onboarding and migration

For this criterion Tenderer must provide a fixed price for which it will perform the onboarding and migration of the OpenStack and Ceph clusters as it describes in its response to quality criterion 1 - Onboarding and quality criterion 2 - Migration (Appendix D).

## 7.3 Quality

The qualitative criterion is composed of three sub-criteria, which are further elaborated in this section.

### 7.3.1 Award criteria concerning quality

| Award Criterion 1 - Approach to Migration ( <i>max. 50 points</i> )                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Objective:</b><br><br>The objective of this criterion is to evaluate the Bidder's proposed strategy and methodology for the migration of the current OpenStack and Ceph platform from the existing end-of-life hardware to new hardware infrastructure, resulting in separate OpenStack and Ceph clusters. We seek a robust, technically sound, and risk-averse approach that ensures minimal disruption to services, maintains data integrity, and efficiently transitions the platform to the new infrastructure whilst managing the period of coexistence between old and new hardware. |
| <b>Required Elements:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

- *Migration Strategy*: Describe the overall approach to the migration (e.g., phased by component/service, live migration techniques, parallel environments). Justify the chosen strategy in the context of OpenStack and Ceph, focusing on service continuity.
- *Technical Migration Plan*: Detail the technical steps involved in migrating specific components (e.g., OpenStack control plane, compute nodes, Ceph OSDs/monitors) onto the new hardware. This should include advice on how to organise the slow and fast tiers for Ceph, either in separate clusters or unified in one cluster, and also configuration management, networking considerations, and integration aspects.
- *Data Management*: Specifically address the plan for migrating data, particularly within Ceph (e.g., cluster expansion onto new hardware, data rebalancing, decommissioning of old OSDs), ensuring data integrity and availability throughout the process.
- *Service Continuity and Performance Management*: Explain the measures that will be taken to minimise downtime and performance degradation during each phase of the migration. Describe how service levels will be monitored and maintained.
- *Testing and Validation*: Outline the testing and validation procedures that will be performed before, during, and after each migration phase to ensure functionality, performance, security, and successful transition.
- *Rollback Procedures*: Provide a clear plan outlining the rollback strategy and procedures for each significant step or phase of the migration in case of failure or unacceptable impact.
- *Coexistence Management*: Describe how the environment will be managed during the period when both old and new hardware are operational.
- *Decommissioning*: Outline the process for the secure decommissioning and disposal/return of the old hardware after successful migration off those components.
- *Risk Management*: Identify potential risks specific to the migration phase (e.g., data loss, extended downtime, performance issues on new hardware, incompatibility issues) and propose specific mitigation strategies.
- *Roles and Responsibilities*: Clearly define the roles and responsibilities of the Bidder's team and any expected involvement from the Contracting Authority during the migration.

#### **Award Criterion 2 - Approach to Onboarding (max. 25 points)**

##### **Objective:**

The objective of this criterion is to assess the Bidder's proposed approach for taking over the operational responsibility of the existing hyperconverged OpenStack and Ceph cluster. We seek assurance that the transition will be smooth, risks will be effectively managed, service continuity

will be maintained, and the environment will be stabilised under the Bidder's management before the commencement of the hardware migration. A well-defined onboarding approach is crucial for establishing a reliable baseline and building confidence for the subsequent migration phase.

**Required elements:**

Bidders are required to provide a detailed plan addressing, at a minimum, the following elements:

- *Discovery and Assessment*: Describe the methodology and activities planned to gain a comprehensive understanding of the current environment (architecture, configuration, dependencies, performance baseline, potential risks, operational procedures).
- *Transition Plan*: Outline the step-by-step process for transitioning operational management from the incumbent (or current state) to the Bidder. This must include knowledge transfer, access management (credentials, network), integration with the Bidder's monitoring and management tools, and communication protocols during the handover.
- *Stabilisation Strategy*: Detail the approach to ensuring the stable and reliable operation of the *existing* environment under the Bidder's management upon completion of the transition. This should cover initial monitoring setup confirmation, proactive health checks, incident management processes tailored to the environment, and any immediate remediation actions anticipated.
- *Migration Preparation*: Describe the process for preparing the detailed migration plan (covered in Criterion 2), including how the Bidder will collaborate with the Contracting Authority, perform necessary pre-migration checks on the existing environment, and finalise the prerequisites for starting the migration.
- *Risk Management*: Identify potential risks during this onboarding phase (e.g., disruption during handover, knowledge gaps, unexpected issues in the existing environment) and propose specific mitigation strategies.
- *Roles and Responsibilities*: Clearly define the roles and responsibilities of the Bidder's team and any expected involvement from the Contracting Authority during this phase.

**Award Criterion 3 - Plan for Energy Efficiency and Conservation (max. 25 points)**

**Objective:**

The objective of this criterion is to assess the Bidder's strategy and commitment to ensuring the energy consumption of the managed OpenStack and Kubernetes environment is minimised throughout the contract duration, encompassing both the initial operation on existing hardware and the subsequent transition to, and operation on, new hardware. We seek a proactive and

sophisticated approach that reduces operational costs and aligns with the Contracting Authority's environmental sustainability goals, whilst rigorously maintaining service performance and availability levels as defined in the Service Level Agreements (SLAs).

#### **Required Elements:**

- *Assessment and Optimisation Strategy:* Describe the methodology for assessing the energy consumption characteristics of the environment (both existing and planned new hardware) and the ongoing strategy for identifying and implementing optimisation measures.
- *Technical Measures:* Detail the specific technical configurations, tools, and techniques the Bidder proposes to employ to reduce energy usage. This should cover potential adjustments at various levels, including, where applicable:
  - Hardware/BIOS settings (e.g., power profiles, CPU P-states/C-states).
  - Operating System level power management features.
  - OpenStack, Ceph, and Kubernetes specific configurations or scheduling policies that enable workload consolidation or efficient resource utilisation (e.g., powering down idle nodes, dynamic resource allocation based on load).
  - Consideration of storage efficiency impacts on energy use (e.g., Ceph configurations).
- *Balancing Efficiency with Performance and Availability:* Explain clearly how the proposed energy-saving measures will be implemented and managed to ensure they do not negatively impact the performance, responsiveness, resilience, or availability of the services, and how compliance with SLAs will be guaranteed. Describe the thresholds or conditions under which energy-saving modes would be activated/deactivated.
- *New Hardware Implementation:* Outline the approach for ensuring the new hardware infrastructure is configured for optimal energy efficiency from the outset. If relevant within the service scope, describe how energy efficiency considerations would inform recommendations during hardware selection or specification.
- *Monitoring and Reporting:* Describe how energy efficiency will be monitored (directly via power metrics if available through management interfaces, or indirectly via utilisation metrics) and how the Bidder will report on the implemented measures and their estimated impact or relevant Key Performance Indicators (KPIs) to the Contracting Authority.
- *Continuous Improvement:* Outline any processes for periodically reviewing and enhancing energy efficiency practices throughout the lifetime of the contract.

**Please note:** Your answers to the qualitative criteria must also meet the Requirements. If an answer to a qualitative criterion shows that you do not meet one or more Requirements then you may be excluded from further participation in this tender procedure.

### 7.3.2 Evaluation Framework

In the evaluation of qualitative criteria 1 to 3, each criterion can be scored a maximum of 100% and a minimum of 0%, as shown in the table below. The number of points a Tenderer receives is then determined by multiplying the maximum achievable points per sub-award criterion by the score.

| Guideline                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Score |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| <b><u>Very good to excellent:</u></b> Your response to the criterion is very specific, concrete, convincing, and relevant. All or most of the elements of the criterion have been excellently addressed and offer significant distinction and/or added value for Naturalis. In addition, your response contains elements that were not specifically asked for or mentioned in the tender document or the assessment criterion itself but that do contribute to achieving the objectives of the assignment.                                                                | 100%  |
| <b><u>Ample sufficient to good:</u></b> Your response to the criterion is sufficiently specific, concrete, convincing, and relevant. All or most of the elements of the criterion have been adequately addressed. In addition, your response <u>does not contain</u> elements that were not specifically asked for or mentioned in the tender document or the assessment criterion itself but that do contribute to achieving the objectives of the assignment. Furthermore, it shows that you will properly execute the assignment with minimal guidance from Naturalis. | 80%   |
| <b><u>Average to satisfactory:</u></b> Your response to the criterion is moderately concrete, convincing, and relevant. All or most of the elements of the criterion have been addressed. In addition, your response shows to some extent that you will properly execute the assignment but that Naturalis has to provide (some) guidance.                                                                                                                                                                                                                                | 60%   |
| <b><u>Insufficient:</u></b> Your response to the criterion is insufficiently concrete, convincing, and relevant. Only a few of the elements of the criterion have been addressed. In addition, your response does not convince sufficiently that you will properly execute the assignment and it has more points of improvement than strengths.                                                                                                                                                                                                                           | 40%   |

|                                                                                                                                                                                                                                                                                                                                          |                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| <b><u>Poor:</u></b> Your response to the criterion is very limited. All or most of the elements of the criterion are not addressed, inadequately addressed, or only minimally addressed, and are not concrete, convincing, or relevant. In addition, your response in no way convinces us that you will properly execute the assignment. | 20%                                                          |
| <b><u>No submission:</u></b> You did not submit a response to the criterion.                                                                                                                                                                                                                                                             | Exclusion from further participation in the tender procedure |

#### 7.4 Weighted Price per Point

For this tender, the 'weighted price per point' method is used to determine the winner. The Tenderer who ends up with the lowest price per point has offered the most economically advantageous tender and is therefore awarded the contract. For this contract, price is considered 60% and quality 40%. The following formula is used to calculate the price per point:

$$\text{Weighted price per point} = \text{Price}^{0.6} / \text{Total score on quality criteria}^{0.4}$$

The Price is the **Total indicative price**. This is the combined estimated total of remote management, support, and consultancy and the onboarding and migration (see paragraph 7.2 and the Price sheet (Appendix D)).

Only the achieved 'weighted price per point' is rounded to two (2) decimal places.

#### Example

The table shows how the formula works in an example. In this example, three Tenders have been received and a total of 100 points can be scored on the qualitative award criteria. The percentages in this example are entirely fictitious and are not intended to provide any guidance.

|                                     | Tender A                              | Tender B                                | Tender C                                |
|-------------------------------------|---------------------------------------|-----------------------------------------|-----------------------------------------|
| Total indicative price              | 850,000 EUR                           | 1,000,000 EUR                           | 1,100,000 EUR                           |
| Total score on qualitative criteria | 60 punten                             | 70 punten                               | 90 punten                               |
| Price per point                     | $850,000^{0.6}/60^{0.4} = 702.09$ EUR | $1,000,000^{0.6}/70^{0.4} = 727.71$ EUR | $1,100,000^{0.6}/90^{0.4} = 696.85$ EUR |
| Ranking                             | 2                                     | 3                                       | 1                                       |

As Tenderer C has offered the lowest weighted price per point (i.e. 696.85 EUR), this Tenderer is the winner of this tender procedure.