

**QUOTATION NUMBER: 02/2019**

**REQUEST FOR QUOTATIONS FOR APPLICATION SERVICES IN CONNECTION  
WITH THE PROJECT *CI-1.1-90: A NETWORK OF ASSISTIVE TECHNOLOGY FOR  
AN INDEPENDENT AND FUNCTIONAL LIFE (NATIFLIFE)* UNDER THE  
INTERREG V-A ITALIA-MALTA PROGRAMME**

---

**Date Issued: 15<sup>th</sup> May 2019**

---

**Closing Date and Time: 29<sup>th</sup> May 2019 17:00hrs CEST**

---

Paragon Europe  
183, Constitution Street  
Mosta, Malta MST 9054  
E-mail: [carl.pace@paragoneurope.eu](mailto:carl.pace@paragoneurope.eu)

## **1 GENERAL**

### **1.1 Background**

Paragon Europe is an innovative advisory, research and management company with head office in Malta and representation office in Brussels. From its inception, Paragon's motto is to realise excellence for all its clients and partners. In fact, since 2004, our multilingual, multicultural and multidisciplinary team has developed the right expertise to carry out project and tender activities to the highest standards. In Malta, Paragon coordinates nationally Climate-KIC, the Water Cluster, the Digital Cluster and MEDENER.

### **1.2 Purpose of Request for Quotation**

The purpose of this Request for Quotation is to encourage certain selected suppliers to submit Tenders to Paragon Europe for the supply of NatiLife Caregiver Application Services (NatiLife Services), with the aim to conclude a Frame Service Agreement with the supplier.

## **2 TENDER INSTRUCTIONS**

### **2.1 General**

Tenderer must be an eligible legal entity and have the capabilities and the experience to meet all the requirements stated in this Request for Quotation. Tenderer may submit one (1) Tender. This request is being issued as part of the INTERREG Project Malta -Italia NATIFLIFE. The instructions set forth in this Request for Quotation may not be changed by Tenderer. Any modification of said instructions considered necessary by any Tenderer will be considered by Paragon Europe as a proposal only.

### **2.2 Preparation of Tenders**

All Tenders shall be in English language (including all annexes and any correspondence related to this Request for Quotation) and in a, to Paragon Europe editable format (in Microsoft Office formats or PDF. The Tender shall be submitted via email.

### **2.3 Request for Further Information and Clarifications**

Requests for further information or clarifications shall be submitted in writing (and in English) no later than three (3) days before the Closing Date and Time. Paragon Europe will do its utmost to respond within one (1) day.

**All** questions shall be referred to:

**Mr. Carl Pace**  
**Paragon Europe**  
**carl.pace@paragoneurope.eu**

### **2.4 Modification or Withdrawal of Request for Quotation**

Paragon Europe reserves the right, at its own absolute discretion, to modify or withdraw the Request for Quotation prior to the Closing Date and Time. Any modification will be submitted Tenderer.

### **2.5 Withdrawal of Tender**

Tenders cannot be withdrawn after submission.

## 2.6 Validity of Tenders

All Tenders submitted to Paragon Europe in accordance with this Request for Quotation shall be valid for a period of three (3) months from the Closing Date and Time. During this time, the Tenders shall remain binding and may be accepted by Paragon Europe at any time. On expiry of the Tender, each Tenderer shall, if Paragon Europe so requires, extend the validity of the Tender for a further period of one (1) month.

## 2.7 Closing Date And Time

The proposal shall be submitted no later than 17:00 local Malta time, Wednesday, 29<sup>th</sup> of May 2019 (“Closing Date And Time”).

Paragon Europe may, at its own discretion, change the Closing Date and Time by adding additional time. Since time is of essence, additional time will, however, only be added in extreme circumstances.

## 2.8 Evaluation

To facilitate the evaluation of the Tenders, Paragon Europe may, at its own discretion, ask any Tenderer for clarifications of Tender. Any response to a request for clarification shall be in writing.

Paragon Europe may request each Tenderer to participate in technical meetings to be held during the evaluation process in order to review the Tenders and discuss possible clarifications, changes, additions or deletions.

When evaluating the Tenders, Paragon Europe will in particular focus upon the following;

1. Commercial - evaluation of:
  - i) clarity and implications of pricing policies,
  - ii) unit prices and total price,
  - iii) discounts,
2. Technology - evaluation of:
  - i) structure, clarity and completeness of the proposed solution,
  - ii) Tenderer’s ability to fulfil specified requirements in **Enclosures B**,
  - iii) technical risk related to Tenderer, and
  - iv) Interfaces, Compatibility and Quality of the System
3. Project - evaluation of:
  - v) Tenderer’s ability to fulfil specified project requirements within required time frames,
  - vi) scope of offered services,
4. Operation - evaluation of:

- vii) Tenderer's ability to fulfil specified operational requirements,
- viii) management system,
- ix) support organisation,
- x) scope of offered support services,
- xi) possibility to provide support services locally.

## 2.9 Acceptance and Rejection of Tenders

Paragon Europe reserves the right, at its own absolute discretion, to reject (without any compensation to Tenderer) Tenders received after the stipulated Closing Date and Time as well as Tenders which do not comply with the Minimum Content Requirements. The same applies to Tenders that are not signed by a person or persons duly authorised to act on behalf of the Tenderer.

Paragon Europe reserves the right, at its own absolute discretion and as a result of its Tender evaluation process, to accept or reject (without any compensation to Tenderer) any Tender in whole or in part.

Paragon Europe is under no obligation to disclose the results of the evaluation process or to disclose the reason(s) for the rejection of any Tender.

## 2.10 Short-listing

The Tenderers that have submitted to Paragon Europe acceptable Tenders will be shortlisted and invited to negotiations. Such short-listing will be communicated in writing or via e-mail.

In order to avoid doubt, the acceptance by Paragon Europe of any Tender at this stage does not constitute a legal offer, acceptance, contract or agreement or create any legal, valid or binding obligation(s).

## 2.11 Confidentiality

All information contained in this Request for Quotation shall be considered as strictly confidential information of Paragon Europe and shall be respected as such by all Tenderers. Likewise, Paragon Europe will respect the confidentiality of each Tender received. Paragon Europe will not disclose the content of any Tender to any person outside its organisation, its owners and its consultants.

## **3 CONTENT OF TENDERS**

Each Tender shall as a minimum have the following content (Minimum Content Requirements):

Section	Content
1.	Executive Summary
2.	Price Quotation for the Services
3.	NatifLife Services Specification
4.	Time Schedule
5.	Acceptance Tests

3.1 Section 1 - Executive Summary

The Executive Summary shall describe all essential parts of the Tender such as, but not limited to, essential functional and quality parts, Time Schedule, terms and conditions and pricing. Tenderer is further requested to include in the Executive Summary the company name, address and reg no of contracting party, a contact list of the persons in the bid team appointed for this particular procurement process, Power of Attorney(s) for relevant listed person(s).

3.2 Section 2 – Price Quotation

Tenderer is requested to include a quotation for the Services, as specified in the Requirements Specification, in accordance with the commercial terms and conditions specified in the Draft Frame Service Agreement. The quotation shall clearly describe the pricing structure used. All prices shall be provided in a Microsoft Excel file and shall be based on the requirements specified in the Requirements Specification enclosed to this RFQ.

***The price of the tender for service shall be quoted in a separated document and titled “price for tender” and included as Annex 1 to the tender offer. It shall contain a detailed breakdown of expenses as per tenders’ specifications outlined in the Enclosure B “Requirement Specification”. The price quote is exclusive of VAT and has to be in both figures and text.***

Any and all discounts, free items or other price reductions given or made in relation to the Services must be expressly stated in order for Paragon Europe to be able to identify them and take them into consideration when evaluating the Tender.

Prices for optional Services that Tenderer wishes to offer shall be quoted separately.

3.3 Section 4 – NatifLife Services Specification

3.3.1 Tenderer is requested to include a proposed Services Specification for the offered Services.

3.3.2 The Services specification agreed upon between Paragon Europe and the chosen Tenderer shall prior to signing of the Frame Service Agreement be transformed/translated into Annex B in said Frame Service Agreement.

3.4 Section 5 – Time Schedule

Tenderer is requested to include a separate document describing the committed Time Schedule relevant for the delivery of the Services.

3.5 Section 6 – Acceptance Tests

3.5.1 Tenderer is requested to include proposed Acceptance Tests describing in detail the tests that will be performed and the test procedures that will be applied during the Acceptance Test.