



College of Europe  
Collège d'Europe



Natolin

TIRANA CAMPUS

INFORMATION

College of Europe Tirana,  
Representation Office, Cube  
no.15, Pyramid Complex in  
Boulevard 'Deshmoret e  
Kombit', Tirana

## INVITATION TO TENDER FOR A PUBLIC CONTRACT OF LIMITED VALUE

**Tender Title:** Purchase\_of \_Operator\_Connect\_Teams\_Phone\_Numbers for the College of Europe Campus in Tirana

**Reference:** 18062026\_ Operator\_Connect\_Teams\_Phone\_Numbers

### Contracting Authority:

College of Europe

NIPT: M41409452G

### 1. Object of the public contract

This is an invitation to tender for public contract of limited value, launched in accordance with Article 92 of the Belgian Law of 17 June 2016 on public contracts.

The purpose of this contract is **the provision, delivery and maintenance of fixed/mobile telephone numbers integrated with Microsoft Teams via the Operator Connect model for the College of Europe Campus in Tirana**. The services must ensure full compatibility with Microsoft Teams Operator Connect and compliance with Microsoft's interoperability and security requirements.

The supplier must provide:

- Activation and provisioning of the required telephone numbers.
- Monthly maintenance and support services.
- Technical support for setup and assignment with Microsoft Teams.
- All services must comply with the technical specifications outlined in Annex 1.

### Technical Specifications

The proposed solution should include:

- Activation and provisioning of Albanian telephone numbers integrated with Microsoft Teams through Operator Connect model;
- Monthly subscription and maintenance services for each telephone number;
- A minimum of 100 hundred national minutes per number per month for calls to Albanian fixed and mobile networks;
- International calls capabilities for fixed and mobile destinations;
- Technical support for the setup assignment, testing and troubleshooting of telephone numbers within Microsoft Teams.
- Compatibility with Microsoft Teams Operator Connect and compliance with Microsoft's official interoperability requirements.

**The supplier shall:**

- Hold a valid Authorization issued by AKEP (Electronical and Postal Communications Authority) for the services offered. Evidence of such authorization shall be submitted with the offer;
- Hold a valid ISO/IEC 27000:2013 certification, or equivalent proof of compliance, issued by an accredited conformity assessment body.
- Guarantee that all telephone numbers are compatible with Microsoft Teams Operator Connect.

**Implementation and Additional Costs**

- The supplier shall clearly identify any one-time costs associated with activation, implementation, onboarding or setup of the proposed solution. If no such costs apply, the supplier shall explicitly state: "No additional implementation costs apply."

**Technical Support and Service Levels**

- The supplier shall provide technical support through clearly identified support channels and shall specify the applicable support hours.

**International Calling**

- The supplier shall provide a complete tariff sheet covering all the international destinations. International outbound calling shall be disabled by default and may be activated by the Contracting Authority for selected users only.
- The supplier shall provide the capability to apply a monthly spending limit per authorized user. Calls exceeding the limit shall be blocked unless additional authorization is provided by Contracting Authority.
- The supplier shall explain in its proposal the mechanism used to monitor the thresholds. The supplier shall provide monthly reports detailing calls usage and additional costs.

**2. Duration of the public contract/delivery period**

This is a service contract for the provision of Microsoft Teams Operator Connect telephone services. The contract shall be 12 months from the date of contract signature. All requested telephone numbers shall be activated and operational within fourteen (14) calendar days from the confirmation of the award. The quantities indicated in this tender are probable quantities (PQ) only. The contracting authority reserves the right to increase or decrease the number of active subscriptions during the contract period according to operational requirements.

**3. Contact details of the contracting authority**

You are invited to this public contract by:

College of Europe Tirana, Representation Office, Cube no.15, Pyramid Complex in Boulevard 'Deshmoret e Kombit', Tirana with Tax Identification Number (NIPT) M41409452G.

**4. Eligibility criteria**

*Legal Status:* The bidder must be legally registered and authorized to conduct business, including holding a valid VAT registration number in Albania. Proof of legal registration and VAT status should be available and may be requested during the evaluation process.

*Exclusion Situations:* The bidder must declare that it is not in any exclusion situations such as being bankrupt, being convicted of a criminal offense affecting their professional conduct, or having guilty verdicts for fraud, corruption, involvement in a criminal organization, or any other illegal activity detrimental to the EU's financial interests.

*Compliance with National and EU Regulations:* Bidders must comply with all applicable national and EU regulations concerning the provision of the services or supplies required. The bidder must hold a valid ISO/IEC 27001:2013 Information Security Management System certificate or equivalent proof of compliance.

## 5. Evaluation of the tender

The Contracting Authority will determine the most economically advantageous tender considering the best value for money. The most economically advantageous regular tender is the one that scores the most points based on the following criteria:

**2 80: Price** (total amount of Financial Offer at the Annex 1\_Tender form based on probable quantities for the entire duration of the agreement and compliance with technical specifications)

The most economically advantageous regular tender is the one that scores the most points based on the following criteria:

- Competitive pricing for each listed item and/or the total package.
- Transparent and itemized fee structure.

Supporting document: Completed economic proposal grid (Annex 1).

### Assessment:

The tenderer with the lowest price will be awarded the maximum points. The remaining tenderers will be awarded points according to the rule 3: PRICE LOWEST SUBMISSION / PRICE SUBMISSION \* **80** points.

## 2. 20 points: Delivery led time and support conditions

Delivery lead time and support condition will be assessed based on the proposed activation timeline, technical support arrangements, and SLA commitments offered by the tenderer. Preference will be given to shorter delivery times, responsive support services, and more favorable SLA terms.

## 6. Submission of the tender

The deadline for submission is **3 July 2026 at 13:00**. You can submit your offer via: [procurement.al@coleurope.eu](mailto:procurement.al@coleurope.eu).

Specify: **Offer\_18062026\_Operator\_Connect\_Teams\_Phone\_Numbers** as the title of your e-mail.

The tender contains the following documents:

- Completed and signed Tender Form (Annex 1), including financial offer.

Tenderers remain bound by their tender, possibly improved by the Contracting Authority, for 30 calendar days from the deadline for receipt.

For further questions, please contact at: [procurement.al@coleurope.eu](mailto:procurement.al@coleurope.eu).

## **7. Price elements in the quotation**

The service provider is deemed to have included in its prices all costs and charges except value added tax.

A detailed breakdown of the service provider's quotation is specified in the Annex 1-Tender form.

In any case, the contracting authority assumes an all-in price. Any other costs not expressly identified in the tender submission shall be deemed to be included in the proposed prices.

## **8. Payment**

The invoice should be **in EUR**.

Upon receiving the order from the College of Europe contact person, the invoice should be issued.

Payment shall be made within a payment period of 30 days from the submission of the invoice with the following details:

- Process and invoice identifiers, including the reference of this public contract: 15062026\_Operator\_Connect\_Teams\_Phone\_Numbers
- Invoice period;
- Information regarding the Contractor;
- Information regarding the Contracting Authority;
- Information on payee;
- Delivery details;
- Payment instructions;
- Allowance or charge information;
- Invoice line item information;
- Invoice totals;
- VAT breakdown.

Invoices will be sent also via email to: [finance.al@coleurope.eu](mailto:finance.al@coleurope.eu).

The invoice counts as a claim.

The use of electronic invoicing is mandatory. Other forms of invoicing will not be accepted.

### Annex 1: Tender form

**Reference:** '18062026\_Operator\_Connect\_Teams\_Phone\_Numbers

(to be stated on all documents and in all communications)

#### **1. Supplier Information:**

Company name:

Legal form:

Nationality:

Registered office (street and house number, municipality and postal code, country):

Identification number (NIPT):

Website (optional):

Represented by the following signatories:

First name and surname:

Function or capacity:

Phone:

E-mail:

#### **2- Economic Proposal Grid**

No	Description	Unit	Unit price <sup>o</sup> excl. VAT	Quantity*	Total amount excluding VAT	Lead Time
1	Provision of Albanian telephone numbers integrated with Microsoft Teams through the operator connect model	Numbers		30 PQ		
2	Implementation Cost	Service		N/A		
3	Maintenance Costs	Service		N/A		
4	Additional Costs	Service		N/A		
					Total amount without VAT	
					VAT amount	

Total amount with VAT	
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**Please note: The quantities indicated in this tender are probable quantities (PQ) only. The Contracting Authority reserves the right to increase or decrease the number of active subscriptions according to operational requirements without creating any obligation to purchase the full estimated quantity/subscription.**

**4. Declaration:**

- I/We hereby declare that all information provided is true and accurate, and that we meet all the eligibility criteria set out in this tender.

- I/We declare that we are not in any exclusion situation and are financially stable to execute the requirements of this contract.

First name and surname:

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Signature:

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Function:

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°: unit prices are quoted to 2 decimal places