

Helsinki, 23/12/2011  
D(2011)

## **CLARIFICATIONS 7**

### **Open call for tender ECHA/2011/103: Provision of IT services for the IT Applications of the European Chemicals Agency (ECHA)**

**Question 7.1** Question regarding the definition of Work Packages in the AW1 scenario  
The resource plan question (question 5) of AW1 states that the breakdown of resources needs to be done on the work package level. Can you please elaborate on the definition of the term "work package" in the context of the scenario?

**Answer**

*Work package is a way to divide the project work into smaller entities. The term has been defined in most project management methodologies. Tenderers are expected to propose a way to break the project work into work packages so that all the tasks described in the scenario in 3.3.2.1 are completed.*

**Question 7.2** Question regarding the technological solution of eCHEM v1.0

The description of eCHEMv1.0 in page 38 of the tender specifications does not include information regarding the technologies and tools used for eCHEMv1.0.

Given that the development of v2.0 has to comply with the technological framework of the existing version, are Tenderers allowed to make assumptions regarding the v1.0 based on the ECHA "current infrastructure situation" as described in page 46 of the tender specifications?

**Answer**

*Tenderers can make the assumption that eChem v1.0 has been developed using the tools listed in Section 4.2.4 Software tools.*

**Question 7.3** Question regarding the business analysis and modelling activity of AW1

Could you please elaborate on the role of the Contractor in the business analysis and modelling activity (Task 2)?

Will the Contractor be responsible for this task, or will its role be limited to support the ECHA Business Analysts as well as to the translation of business requirements (as these are provided from ECHA) to technical specifications?

**Answer**

*Tenderers are asked to make a proposal in their response to AW1 on the collaboration and division of work between the contractor's and ECHA team.*

**Question 7.4** Question regarding the electronic copy

May we submit the documents in pdf format?

**Answer**

*As for the electronic copy (CD ROM) of the tender requested in paragraph 4 of the Invitation to Tender, the documents can be submitted in PDF format.*

**Question 7.5** Question regarding question 1.7 of AW1 – Lot 1

Is this question applicable to the eCHEM scenario or does it aim to be a global presentation of the Tenderers' approach to define architectural solutions according to TOGAF?

**Answer**

*Tenderers are required to submit a proposal of a Project Plan for the completion of all tasks of the particular scenario described under Section 3.3.2.1. The proposal addressing point 1.7 is part of the Project Plan, and as such it is basis for assessment of AW1.*

**Question 7.6** Data Security is mentioned on a very general level. Which information security and security testing standards or methods do you require from the supplier?

**Answer**

*ECHA has not set security standard that would be applied consistently across all systems development. Security standards and methods will be agreed at specific contract level. Tenderers may propose applicable standards and methods in their Tender.*

**Question 7.7** Regarding warranty period. When repairing on error, will the warranty period be prolonged for the mentioned repaired subjects or for the whole delivery?

**Answer**

*We make reference to:*

*Specifications, Section 4.2.6.4 Warranty: "The warranty period is extended by the sum of the recovery times for all critical and major issues, where ECHA cannot use the software deliverable during the warranty period."*

*Draft Framework Contract, ARTICLE I.15 - QUALITY AND STANDARDS: "The warranty period is extended by the sum of the recovery times for all critical and major issues, where the Agency cannot use the software deliverable during the warranty period."*

**ECHA**