

Helsinki, 19/12/2011
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CLARIFICATIONS 4

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

Clarification 4.1

Tender Specifications, section 1.11 Place of performance, page 20 – *“The place of performance of the tasks shall be the Contractor's premises and/or ECHA premises and/or any other place as agreed in the specific contract or order depending on the nature of the specific tasks.”*

Questions:

Could you please specify which “other places” are meant in the above phrase?

Answer

Depending on the subject of the specific contract, it may be necessary for the Contractor to work with ECHA stakeholders, e.g. in the premises of the European Commission in Brussels.

Clarification 4.2

Invitation to Tender, point 5, *“Tenders must be: signed by the tenderer or his duly authorised representative ...”*

Question:

Could you please specify whether the Tenderer should sign each page of the submitted offer or it is sufficient to provide solely a signed cover letter and any other form that is required?

Answer

The signature of each page of the submitted offer is not required. The tender must include a declaration to be provided in free format and to be signed by an authorized agent, which states that the tender is valid. The forms required in the Specifications must also be signed and dated.

Clarification 4.3

Tender Specifications, Section 2 FORM AND CONTENT OF THE TENDER, § 2.1 General, page 25 - *“Tenders must be clear and concise, with continuous page numbering...”*

Questions:

- a) Could you please specify if it is mandatory for Tenderers to follow a continuous page numbering in their offers?
- b) Can you please indicate if all of the types of Tender page numbering presented below will be accepted?
 - Example 1: 1, 2, 3, 4, ..., 3589 (i.e. the tender has a total of 3,589 pages)
 - Example 2: I-1,2,3,... 457 - II-1,2,3,..., 1875 - III-1,2,3,...,87, etc. (where I, II, III, etc. stands for Section One, Section Two, Section Three, etc.)

- Example 3: I-A-1,2,3,...54 - I-B-1,2,3,...87 - I-C-1,2,3,...,280 etc. (In this example, Section One is composed of three documents, namely document A (pages 1-54), document B (pages 1-87) and document C (pages 1-280).
- c) Should document separators, index tags, dossier covers, cover letter, etc. also be included in the continuous page numbering?

Answer

Tenderers are required to submit their tenders with continuous page numbering. All presented page numbering types are acceptable. Tenderers may include document separators, index tags, dossier covers, etc. in the continuous page numbering. Please note that, as stated in Clarification 3.5, the cover page and table of contents will be taken into consideration when applying the page limit for award criterion 1

Clarification 4.4

Tender Specifications, section 3.2.1 Selection criteria, 1. Financial and economic capacity, 1.1 for Lot 1, page 32 – “1.1.2 Average annual turnover of the Tenderer must be minimum 20.000.000 € over the past three years

...
1.2.2 Average annual turnover of the Tenderer must be minimum 5.000.000 € over the past three years

...
1.3.2 Average annual turnover of the Tenderer must be minimum 15.000.000 € over the past three years.”

and

Tender Specifications, section 3. Assessment and Award of Contract, page 29 -
“Notwithstanding the above, when bidding for several lots the Tenderer is to be aware that, to be awarded more than one framework contract, he must demonstrate in the offer the **aggregated** financial and economic, professional and technical capacity, defined in the selection criteria for all relevant lots together”

Questions:

- a) Our understanding is that “the past three years” are the years for which accounts have been closed, i.e. 2008, 2009 and 2010. Please confirm that our understanding is correct.
- b) If a Tenderer wishes to bid for all 3 lots, our understanding is that in order to cover the abovementioned requirements as regards the aggregated average annual turnover the minimum average turnover over the past three years should be at least 40.000.000 € (i.e. (annual turnover for year 2008 + annual turnover for year 2009 + annual turnover for year 2010) / 3 >= 40.000.000 €). Please confirm that our understanding is correct or else please clarify.

Answer

- a) *The “past three years” refers to the most recent 3 fiscal years for which accounts have been closed.*
- b) *A Tenderer may bid for all 3 lots provided that his average annual turnover of the past 3 fiscal years is minimum 20.000.000 € (namely, meeting the selection criterion of financial and economic capacity of each lot, being the highest capacity required for Lot 1: 20.000.000 €). However, in order for the Tenderer to meet the requirement of minimum annual turnover as pre-condition to be awarded the 3 lots, the minimum average turnover over the past three years should be at least 40.000.000 €. We make reference to Clarification 2.1*

Clarification 4.5

Tender Specifications, section 3.2.1 Selection criteria, 2. Technical and professional capacity, 2.1 for Lot 1, page 32 – “2.1.2 The Tenderer must (at the time the tender is submitted) have a minimum of 3 years experience in IT services relevant to the type of services covered by this call, with at least 5 completed projects

- *Of minimum 6 months duration;*
- *Related to software development and involving technology falling into the scope of this framework contract"*

And

CLARIFICATIONS 1, Question 1.3, Answer –*"a. The projects must have been finalised during years 2009, 2010 and 2011. Projects to be completed in 2012 by the deadline for submission of Tenderers will also be taken into consideration."*

Questions:

- a) Our understanding is that a project that has resulted to a software product that was put in production by the date of the tender submission deadline and is now under maintenance (corrective and/or evolutive) is accepted. Please confirm that our understanding is correct.
- b) Our understanding is that specific contracts of a framework contract (fulfilling the requirements as stated in section "2. Technical and Professional Capacity") will be considered as separate references. Please confirm that our understanding is correct.
- c) Moreover, our understanding is that framework contracts can also be considered as valid references. Please confirm that our understanding is correct.
- d) Could you please elaborate on the *"technology falling into the scope of this framework contract"*? Do you refer to the respective technologies included in sections "4.2.3 Overview of current infrastructure situation" and "4.2.4 Software tools" of chapter 4. TECHNICAL SPECIFICATIONS?
- e) If your answer to d) is yes, our understanding is that projects references do not have to cover all the relative technologies as listed in the aforementioned sections (not even cumulatively). Please confirm that our understanding is correct.

The same questions apply also for Lot 2 and Lot 3 in regards to the respective requirements on the experience of the Tenderer.

Answer

- a) *Your understanding is correct.*
- b) *All contracts will be considered as valid references, regardless of their contractual type (direct service contract or framework service contract as a whole in which specific contracts have been implemented), as long as they meet all requirements specified in section 2.1.2 (for Lot 1), 2.2.2 (for Lot 2), 2.3.2 (for Lot 3) of selection criteria (pages 32-33).*
- c) *See b above.*
- d) *"Technology falling into the scope of this framework contract" in sections 2.1.2 (for Lot 1), 2.2.2 (for Lot 2), 2.3.2 (for Lot 3) of selection criteria (pages 32-33) refers to the technology mentioned in section 4.2.4 "Software tools", and not to what is described in section 4.2.3, where information about the current IT infrastructure situation in the Agency is provided. The Customer Reference Form contains a section named Scope of Services where Tenderers will provide information regarding the hardware and software tools involved in the project.*
- e) *Projects references for any Lot do not necessarily have to cover **all** the technologies mentioned in section 4.2.4, not even cumulatively, but each project must be related to software development and involve technology falling into the scope of this framework contract.*

The replies to the questions above are applicable to all lots with regard to the respective requirements on the experience of the Tenderer.

Clarification 4.6

Tender Specifications, section 3.2.1 Selection criteria, 2. Technical and professional capacity, 2.1 for Lot 1, page 32 – *"2.1.2 The Tenderer must (at the time the tender is*

submitted) have a minimum of 3 years experience in IT services relevant to the type of services covered by this call, with at least 5 completed projects...

- of minimum 500.000€ value corresponding to the value undertaken by the tenderer..”*

and

Tender Specifications, section 3.2.1 Selection criteria, 2. Technical and professional capacity, 2.2 for Lot 2, page 33 – *“2.2.2 The Tenderer must (at the time the tender is submitted) have a minimum of 3 years experience in IT services relevant to the type of services covered by this call, with at least 5 completed projects...*

- of minimum 200.000€ value corresponding to the value undertaken by the tenderer...”*

and

Tender Specifications, section 3.2.1 Selection criteria, 2. Technical and professional capacity, 2.3 for Lot 3, page 33 – *“2.3.2 The Tenderer must (at the time the tender is submitted) have a minimum of 3 years experience in IT services relevant to the type of services covered by this call, with at least 5 completed projects...*

- of minimum 400.000€ value corresponding to the value undertaken by the tenderer...”*

and

Tender Specifications, section 3. Assessment and Award of Contract, page 29 - *“Notwithstanding the above, when bidding for several lots the Tenderer is to be aware that, to be awarded more than one framework contract, he must demonstrate in the offer the **aggregated** financial and economic, professional and technical capacity, defined in the selection criteria for all relevant lots together”*

Questions:

- a) Our understanding is that a Tenderer, wishing to participate in all 3 Lots of this Framework Contract, has to present in total at least 15 projects, out of which 5 shall cover all the requirements as listed in section 2.1.2 of the “2. Technical and Professional Capacity”, 5 shall cover all the requirements as listed in section 2.2.2 and 5 shall cover all the requirements as listed in section 2.3.2 respectively. Please confirm that our understanding is correct.*
- b) Could the Tenderer present the same project reference in different lots, under the condition that it covers the requirements of each one of the respective lots?*
- c) If a company is member of a Consortium bidding for Lot 1 and also a member of another Consortium bidding for Lot 3, our understanding is that the company can use the same reference project in both Tenders (for Lot 1 and for Lot 3) if such reference is qualified for both Lots. Please confirm that our understanding is correct or else please clarify.*

Answer

- a) We make reference to point b of Clarification 2.1.*
- b) See Clarification 3.3.*
- c) If a company is member of a Consortium bidding for Lot 1 and also a member of another Consortium bidding for Lot 3, the company can use the same reference project in both Tenders (for Lot 1 and for Lot 3) provided that the project reference meets the selection criteria 2.1.2 and 2.3.2 requirements specific to those Lots, as laid down in section 3.2.1 of the specifications.*

Clarification 4.7

Tender Specifications, section 3.2.1 Selection criteria, 2. Technical and professional capacity, 2.1 for Lot 1, page 32 – *“2.1.1 The tenderer must have on average per year during 2009, 2010 and 2011 minimum a total number of 180 staff members corresponding to the profiles listed in section 4.3.”*

and

Tender Specifications, section 3.2.1 Selection criteria, 2. Technical and professional capacity, 2.2 for Lot 2, page 33 – “2.2.1 The tenderer must have on average per year during 2009, 2010 and 2011 minimum a total number of 50 staff members corresponding to the profiles listed in section 4.3.”

and

Tender Specifications, section 3.2.1 Selection criteria, 2. Technical and professional capacity, 2.3 for Lot 3, page 33 – “2.3.1 The tenderer must have on average per year during 2009, 2010 and 2011 minimum a total number of 120 staff members corresponding to the profiles listed in section 4.3.”

and

Tender Specifications, section 3 Assessment and Award of Contract, page 29 – “Notwithstanding of the above, when bidding for several lots the Tenderer is to be aware that, to be awarded more than one framework contract, he must demonstrate in the offer the aggregated financial and economic, professional and technical capacity defined in the selection criteria for all the relevant lots together.”

Questions:

Our understanding is that if a Tenderer wishes to participate in all 3 Lots, it must have on average per year, during 2009, 2010 and 2011, 350 members of staff in order to cover the respective requirements. Please confirm that our understanding is correct.

Answer

A Tenderer may bid for all 3 lots if he has on average per year during 2009, 2010 and 2011 minimum a total number of 180 staff members (namely, meeting the selection criterion of professional capacity of each lot, being the highest capacity required for Lot 1: 180 staff members). However, **to be awarded all 3 lots** the tenderer must have on average per year during 2009, 2010 and 2011 minimum a total number of 350 staff members, as explained in Clarification 2.1.b).

Clarification 4.8

Tender Specifications, section 3.3.2.1 AW1. Quality and completeness of the suggested project plan for the scenario (50 points), page 35 – “Lot 1: ... The project plan should include:

1.1 Description of the chosen project management methodology (addressing also quality assurance), giving special attention to tailoring the methodology to the needs of a large scale project. Additionally, a proposal on how to monitor the productivity rate should be provided (e.g. tools, processes).

1.2 For each task...

1.7 Description of the approach to define a solid architectural solution according to TOGAF Architecture development methodology.”

and

Tender Specifications, section 3.3.1 Award criteria, page 35 – “AW1: Quality and completeness of the project plan suggested for the scenario, according to section 3.3.2.1. – Weighting (maximum points): 50”

Questions:

Could you please specify the weights of each element of the Project Plan (points 1.1 -1.7) in AW1? In particular, does every point (1.1-1.7) receive an equal weight in the evaluation?

The same question applies for the respective points of the Project Plans requested under Lot 2 and Lot 3.

Answer

The evaluation of the tenders regarding the Project Plan in Award Criterion 1 for Lot 1 is based on a holistic assessment regarding the quality and completeness of the proposal in light of the requirements set out in the Specifications. There is no specific weighting allocated to the elements referred in Section 3.3.2.1. The same approach stands for all Lots.

Clarification 4.9

Tender Specifications, section 3.3.2.2 AW2. Quality of the proposal for the delivery of the services in terms of service, staff and contract management in view of the objectives of the Call for Tenders (30 points), page 40 – *"For the purpose of the evaluation of the offers, Tenderers must provide a document describing their understanding of the context of this Call for Tenders and their approach to ensure a successful execution of the framework contract. Particular attention should be paid in the description of:*

(a) How the quality and continuity of services will be achieved over the duration of the framework contract, e.g.

(b) How will the framework contract management be executed to ensure close monitoring, high level of interaction (as necessary) and successful execution of the specific contracts, e.g., ..."

Questions:

- a) In the respective criterion, the Tenderers are requested to provide their understanding of the context of this CFT. Furthermore, there are two main aspects (points (a) and (b) as listed above) which include various elements (bullets) that need to be addressed in the Tenderer's response. Could you please specify the weight of each element (**point (a), point (b) and each bullet**) in the evaluation of AW2?
- b) Could you please specify your requirements as regards the structure of the document requested under section 3.3.2.2 (AW2)?
- c) In which section should the Tenderers provide their "*understanding of the context of this CFT*"? Does the '*understanding of the context of this CFT*' receive another weight?
- d) The list of bulleted items that you provide under each subsequent section ((a) and (b)) of the AW2 are provided as examples (e.g.), implying that the list is not exhaustive. Could you please specify any additional elements that are required under (a) and (b) and their weights?
- e) What are the criteria that you are going to use in order to evaluate completeness and relevance of responses to the components of AW2?

Answer

- a) *The evaluation of the tenders regarding Award Criterion 2 is based on a holistic assessment regarding the overall quality of the proposal in light of the requirements set out in the Specifications. There is no specific weighting allocated to the elements referred to in Section 3.3.2.2.*
- b) *Tenderers may decide on the structure of the document requested under section 3.3.2.2 (AW2). We make, however, reference here to Award Criterion 3. The submitted Tender must be clear, concise and well structured.*
- c) *For AW2, what is assessed is the quality of the proposal for the delivery of the services in terms of service, staff and contract management in view of the objectives of the Call for Tenders. The tenders must include information to cover points (a) and (b) of section 3.3.2.2, as well as any other elements that Tenderers consider relevant.*
- d) See points a and c above.
- e) See points a and c above.

Clarification 4.10

Tender Specifications, section 3.2.2.3 AW3. Readability and comprehensiveness (20 points), page 40 – *"The submitted Tender should be clear, concise and well structured in accordance with the section 2.3"*

Questions:

Could you please specify the exact evaluation methodology and procedures which will be used by the evaluators to evaluate the Tenders in relation to readability and comprehensiveness? Does this criterion refer to the linguistic quality of the text? Does this approach imply that if Tenderer X offers better services (e.g. better methodologies, better project plan suggested for the scenario, better support, better SLA, etc.) than Tenderer Y, it may get less marks than Tenderer Y, because Tenderer's X Tender is not "clear, concise, well-structured and readable"? Please elaborate on what a Tenderer has to do in order for its Tender to be considered as "clear, concise, well-structured and readable" and obtain the maximum points out of this Award Criterion.

Answer

The Evaluation Committee appointed for this procedure has the duty to assess the quality of the services offered against the award criteria announced in the Call for Tenders. The evaluation will concentrate on the elements of the offer specifically responding to the requirements outlined in the Specifications. The Tenderer must therefore present the offer in a way that supports readability in order for the Evaluation Committee to be able to reliably and fairly assess and compare the tenders. Furthermore, the tender will become part of the contract (Annex II), whereby the tender documents need to be fully comprehensive, unambiguous and easy to interpret.

Particular aspects that will be taken into consideration are:

- General structure of the tender following Section 2.3 of the Specifications;*
- Completeness and coverage of the overall proposal, namely all requirements of the Specifications are fully addressed;*
- All elements of the tender are presented in appropriate order and in the right places of the tender document;*
- The content of the tender is clear and coherent, with no contradictions and avoiding unnecessary repetitions;*
- Detailed and specific information on the proposed approach to respond to the nature and particular challenges of the contract subject of the Call for Tenders is provided.*

Clarification 4.11

Tender Specifications, section 4.3.1 Project Manager (Senior and Junior), page 55 – "Education: University degree, in a relevant subject"

Questions:

- a) Could you please elaborate on what you consider to be a "relevant subject"?
- b) Could you please specify if there is any minimum required number of years concerning the studies of a Project Manager (both Junior and Senior)?

The same question applies for every profile listed in section 4.3 "Profiles", where a university degree is required in the "Education" field.

Answer

- a) *Due to different educational programs in Universities of different countries, no strict definition is provided. During a specific contract, the Contractor may assess the relevance of the educational background of a candidate resource in order to include the specific CV into the offer. This response refers to any profile in section 4.3 for which the term "University degree, in a relevant subject" is listed in the profile description.*
- b) *The level of education shall correspond to completed university studies of at least three years attested by a diploma.*

Clarification 4.12

Tender Specifications, section 4.3.5 Developer (Senior and Junior), page 58 –
"Education: Successful training in informatics by a competent institute"

Questions:

Could you please specify if any minimum number of years is required concerning the training of a Developer (both Junior and Senior)? The same question applies for every profile listed in section 4.3 "Profiles", where a successful training is required in the "Education" field.

Answer

There is no minimum required number of years concerning the training of a Developer (both Junior and Senior), provided that a certificate or diploma of successful completion of the relevant training required to perform the tasks of the profile in question is obtained by the expert. The same applies for every profile listed in section 4.3 "Profiles", where a successful training is required in the "Education" field.

Clarification 4.13

Tender Specifications, section 4.3.8 Web Designer-Developer, page 59 – "Requirements as a senior analyst-programmer and in addition:

Education: Successful training in informatics by a competent institute"

and

Tender Specifications, section 4.3.4 Developer (Senior and Junior), page 57 –

"Education: Successful training in informatics by a competent institute"

Questions:

- a) Our understanding is that by referring to the "requirements as a senior analyst-programmer" you are actually referring to the requirements of the profile of a Senior Analyst. Please confirm that our understanding is correct.
- b) If the answer in the previous question is affirmative, could you please specify whether a Web Designer-Developer must have both a university degree in a relevant subject and successful training in informatics by a competent institute?

Answer

- a) *Referring to the "requirements as a senior analyst-programmer" is a clerical error. The correct text should read "requirements as a senior developer".*
- b) *Considering the answer in point a, the question in point b is not relevant.*

Clarification 4.14

Tender Specifications, section 1.12 Subcontracting, page 21 –*"The tender must define the roles, activities and responsibilities of the proposed subcontractor(s), and the reasons why subcontracting is envisaged. Consequently, the bid must clearly identify the subcontractor(s) and document their willingness to accept the tasks and their acceptance of the terms and conditions...."*

Questions:

If a company participates as subcontractor in a Consortium bidding for a particular lot or for all lots, our understanding is that the **consolidated** economic and financial, technical and professional capacity will be taken into account in order to assess the selection criteria. In particular, we understand that the financial capacity of the subcontractor is taken into account in the 'Financial and Economic Capacity' criteria. Please confirm that our understanding is correct.

Answer

The financial and economic capacity of the eligible tenderer(s) submitting the bid, as well as the capacity of other entities, such as sub-contractor(s) shall be subject of a

consolidated assessment, to the extent that such entities puts their resources at the disposal of the tenderer for the performance of the contract, as evidenced by the signed and dated form provided for that purpose in the specifications.

Clarification 4.15

Tender Specifications, section 1.16 Work time, page 23 – *"The surcharges will only apply if at least 50 % of a person-day is provided in the timeframe that allows a surcharge."*

Questions:

Could you please elaborate on what exactly is meant in the above quoted part? Let's consider the case when someone works his FTE-day (7,5 hours of work) within the normal working hours (from 8 a.m to 8 p.m) of a normal working day and is asked to deliver services from 8 p.m. till 10 p.m. Our understanding is that he will be paid for the extra 2-hours based on the surcharge that is applied for normal working days before 8 a.m. and after 8 p.m. (50 % of the corresponding hourly price during normal working hours). Please confirm that our understanding is correct or else please clarify.

Answer

Your understanding is correct. The above quoted part is to be discarded.

Clarification 4.16

Tender Specifications, section 1.16 Work time, page 23 – *"The Agency may exceptionally also request the delivery of "on-call" (aka "stand-by-duty") intended to ensure the ability of a resource, i.e. to be reachable by phone – during the relevant period of time and to be present at the working place within 75 minutes of being alerted. Such "on-call" services are chargeable by 25 % (during normal working days) or 50% (during weekends and ECHA holidays) of the rate applicable for the time-window during which these services are delivered pro-rata. The service should be delivered by the same profile(s) providing the duties during normal working hours."*

Questions:

- a) Could you please clarify whether the "stand-by-duty" service corresponds to a 24-hour on-call service?
- b) Please consider the specific example below:
An expert (e.g. Senior Security Consultant) provides services during a normal working day (and during normal working hours) with a daily rate X Euros.
The expert is called to provide "stand-by-duty" on Friday at 22:00 p.m. and for 6 hours in total. Could you please specify how much he will be paid for the "on-call" services delivered?

Answer

- a) *In the exceptional case when the Agency requests the delivery of "on-call" duty, the service hours will be defined at the point of time when the need arises.*
- b) *In the specific example, for the "on-call" services delivered, the consultant will be paid 50% of (6hours x X/7.5) Euros, which equals to the rate for 3 hours of work during normal working hours.*

Clarification 4.17

Tender Specifications, section 4.2.4 Software Tools, page 48 – *"The Tenderers are required to provide **a list of additional software tools** that, if they are awarded a contract, they will make available free of charge for use in the IT environments built in their premises for the implementation of a specific contract"*

Tender Specifications, section 5.9 Checklist of documents to be submitted, page 126 –
"List of software tools (using the template of section 5.14) that they will be available from the Contractor free of charge for use in the IT environments to be built in the Contractor's premises for the implementation of a specific contract"

Tender Specifications, section 5.14 Software tools, page 132

Tender Specifications, section 3.3 Stage 3 – Application of Award criteria (assessment of Tenderers), 3.3.1 Award Criteria, page 35

Qualitative award criteria	Weighting (maximum points)
AW1: <i>Quality and completeness of the project plan suggested for the scenario, according to section 3.3.2.1</i>	50
AW2: <i>Quality of the proposal for the delivery of the services in terms of service, staff and contract management in view of the objectives of the Call for Tenders (see section 3.3.2.2)</i>	30
AW3: <i>Readability and comprehensiveness of the tender, according to section 3.3.2.3</i>	20
Total number of points	100

Questions:

- a) The award criteria do not relate to the list of additional software tools that the Tenderers are requested to present. We, therefore, understand that the list of software tools will not affect the technical evaluation. Please confirm. Otherwise:
 1. Could you please clarify against which award criteria the requested list of software tools will be evaluated?
 2. Could you please indicate the weighting of the list of software tools in the technical evaluation?
 3. Could you please indicate the requirements that the list of additional software tools should meet in order to receive maximum points?
- b) Could you please clarify whether the list should include only additional software tools to those specified in section 4.2.4?
- c) Could you please clarify what the Tenderer should present in the column "Comments" of the template presented in section "5.14 Software tools" of the Tender Specifications?

Answer

- a) *We make reference here to Clarification 3.6. The list of Software tools to be provided in Annex 5.14 will not be as such basis for assessment for the selection or award criteria.*

However, some aspects of the Technical Offer of the Tenderer related to tools may be relevant in the assessment of certain aspects of the Award Criteria, as follows:

AW 1 (See Section 3.3.2.1)

- 1.1 *"Additionally, a proposal how to monitor the productivity rate should be provided (e.g. tools, processes)".*
- 1.4 *"Description of the project organization ... and approach to ensure effective interaction and collaboration among the teams..."*
- 1.6 *"The infrastructure plan (regarding the IT environments to be build both at the Agency and at the Contractor's premises)."*

AW 2 (See Section 3.3.2.2)

- (a)
- "How relevant is the Tenderer's existing competence (based on section 4) and how possible lack of competence will be dealt with".
 - "Which operational and performance criteria the Tenderer establishes for the level and quality of the services provided..."
 - "How the Tenderer manage exceptions and issues, raised during a specific contract..."
- (b)
- How good communication at all levels will be achieved
- b) The list should include only additional software tools to those specified in section 4.2.4.
- c) In the column "Comments" of the template presented in section "5.14 Software tools", the Tenderer may provide any additional information related to a specific software tool.

Clarification 4.18

Tender Specifications, section 1.12 Subcontracting, page 21 – "The tender must define the roles, activities and responsibilities of the proposed subcontractor(s), and the reasons why subcontracting is envisaged."

Tender Specifications, section 2.3.1 Section one: Administrative bid, page 26 – "Whichever type of bid is chosen, the Tenderer must stipulate the legal status and role of each legal entity in the Tender proposed and the monitoring arrangements that exist between them and, failing this, the arrangements they foresee to establish if they are awarded the contract."

Tender Specifications, section 3.2 Stage 2 – Application of selection criteria (selection of Tenders), page 31 – "In case of joint offer, or sub-contracting the Tenderer must stipulate the role, qualifications and experience of each service provider and, where relevant, the monitoring arrangements that exist between them"

Tender Specifications, section 5.9 Checklist of documents to be submitted, page 126-127

Questions:

In case of joint offer / subcontracting, could you please clarify in which part of the offer the Tenderer is expected to present the legal status, the roles of each legal entity, the qualifications and experience and the monitoring arrangements that exist between the members of a consortium / tendering group? Please note that the description of the role and monitoring arrangements that exist between the members of the consortium / tendering group is requested under the Administrative Bid section as well as under the Selection Criteria section. We would appreciate you updating the checklist of documents to be submitted in order to present clearly in which section(s), the Tenderer should present the respective information.

Answer

In case of joint offer / subcontracting the legal status, the roles of each legal entity, the qualifications and experience and the monitoring arrangements that exist between the members of a consortium / tendering group is to be presented as part of the administrative section (one). The evidence on the capacity of the members of the Consortium to be presented for the consolidated assessment of the selection criteria is to be presented under the selection criteria section (three).

Clarification 4.19

Tender Specifications, section 5.8 Customer references, page 125

Questions:

- a) We understand that no page limit applies to the presentation of a customer reference using the template of section 5.8. Please confirm that our understanding is correct.
- b) We understand that the "Duration" of the project in the "Customer references" template corresponds to the calendar duration of the project, i.e. the difference between the "Start date" and "End date" of the project. Please confirm.
- c) We understand that in the part "Scope of the project" the Tenderer is expected to present the objectives of the project, while in the part "Scope of the services" the Tenderer should present the description of the project and services provided, including the profiles provided and the technologies used. Please confirm that our understanding is correct.
- d) We understand that the "Value of the project" should be expressed in Euros. The Tenderers are not expected to specify the number of person-days delivered during execution of the project. Please confirm that our understanding is correct.

Answer

- a) *The Tenderer must present the customer references using the template of annex 5.8 (p. 125). There is no page limit applied to the presentation of a customer reference. However, we make reference here to Award Criterion 3. The submitted Tender must be clear, concise and well structured.*
- b) *The "Duration" of the project in the "Customer references" template corresponds to the calendar duration of the project, i.e. the difference between the "Start date" and "End date" of the project.*
- c) *The Tenderer is required to provide information*
 - *in the part "Scope of the project" as evidence to demonstrate that the Tenderer has the required experience in IT services with projects related to software development. In this part, the Tenderer should give information regarding the nature of the project and the objectives.*
 - *in the part "Scope of the services" as evidence to demonstrate that the Tenderer has acquired the required experience in IT services relevant to the type of services covered by this call through projects involving technology falling into the scope of this framework contract. In this part, the Tenderer should give information regarding the profiles provided and technology used in the project.*
- d) *The "Value of the project" should be expressed in Euros. The Tenderers are not expected to specify the number of person-days delivered during the execution of the project.*

Clarification 4.20

Tender Specifications, section 3.2 Stage 2 – Application of selection criteria (selection of Tenderers), page 31 – *"In case of joint offer, or sub-contracting for which the total amount envisaged is above 30% of the total contract value, evidence of the ability of the entity involved in the joint offer or the potential subcontract(s) to perform the tasks entrusted to him/them shall be included in the offer. Such evidence is limited, however, to the percentage of participation of the entity involved in the joint offer or subcontractor in the implementation of the contract."*

Questions:

- a) Could you please clarify what is meant by the statement that the evidence of the partners' / subcontractors' ability to perform the tasks entrusted to them *"is limited to the percentage of participation of the entity involved in the joint offer or subcontractor in the implementation of the contract"*?
- b) We understand that in case of joint offer or subcontracting, the aggregate economic, financial, technical and professional capacity will be taken into consideration in the assessment of the selection criteria. Please confirm that our understanding is correct.

Answer

- a) *In case of a joint offer or sub-contracting, a consolidated assessment will be made of the economic, finance, technical and professional capacity of all entities involved in the bid to the extent that those entities put their resources at the disposal of the main contractor or the consortium.*

For all entities for which technical and professional capacity is to be taken into consideration for the consolidated assessment evidence of that capacity is to be submitted. In case of sub-contracting for which the total amount envisaged is above 30% of the total Contract value or in case of joint offer, evidence of the capacity of all entities involved in the bid has to be submitted. In such a case, the evidence must be proportionate to the volume and relevant to the nature of the tasks entrusted to that entity in light of the respective selection criterion.

- b) See a)

Clarification 4.21

Tender Specifications, section 3.3.2.1. AW1. Quality and completeness of the suggested project plan for the scenario (50 points), page 35 – *“For the purpose of the evaluation of the offers, Tenderers must submit a proposal for the project plan for the completion of the tasks of the scenario”*

Tender Specifications, section 3.3.2.2. AW2. Quality of the proposal for the delivery of the services in terms of service, staff and contract management in view of the objectives of Call for Tenders (30 points), page 35 – *“For the purpose of the evaluation of the offers, Tenderers must provide a document describing their understanding of the context of this Call for Tenders and their approach to ensure a successful execution of the framework contract...”*

Tender Specifications, section 3.3.2.3. AW3. Readability and comprehensiveness (20 points), page 40 – *“The submitted Tender should be clear, concise and well structures in accordance with the section 2.3”*

Tender Specifications, section 2.3.2 Section four: technical offer, page 27 - *“Tenderers must include in their tenders the technical offer addressing all aspects detailed in the specifications set out in section 4 below. The technical offer must respond to these technical specifications and provide, as a minimum, all the information needed for the purpose of awarding the contract”*

Questions:

According to our understanding, the technical offer should be comprised of a document presenting the proposed project plan for the scenario (AW 1) and a document describing the Tenderer's understanding of the context of the Call for Tenders (CfT) and the Tenderer's approach to ensure successful execution of the framework contract (AW 2), following the guidelines presented in section 3.3.2.1 and 3.3.2.2 respectively. Please confirm that our understanding is correct.

Answer

The technical offer must comprise a proposal for the project plan for the completion of the tasks of the scenario and a document describing their understanding of the context of this Call for Tenders and their approach to ensure a successful execution of the framework contract following the guidelines presented in section 3.3.2.1 and 3.3.2.2 respectively

Clarification 4.22

Tender Specifications, section 4.2.5.2 The support, maintenance and development work stream, page 49 – *“The start of a new stage is dependent on whether the productivity rate of the previous stage was satisfactory”*

Questions:

Could you please indicate the tools and procedures currently used for monitoring the productivity rate?

Answer

The productivity rate is currently assessed based on resources used (amount of person-days), timeliness, quality of deliverables and compliance with the baseline plan. During the implementation of the Framework Contract, the productivity rate will be dependent on the nature of each project as defined in the related Specific Contract.

Clarification 4.23

Tender Specifications, section 3.3.2.1, Scenario, page 39 – *“The methodology to be used for project management should be based on Agile principles”*

Tender Specifications, section 4.2.3 Overview of current infrastructure situation, page 47 – *“Project methodology and tools: PRINCE2, MS - Project”*

Questions:

Could you please clarify your requirements regarding the project management methodology to be proposed for the implementation of the scenarios?

Answer

As defined in section 3.3.2.1, Scenario, page 39, “The methodology to be used for project management should be based on Agile principles”.

ECHA