Helsinki, 12/01/2012
D(2012)

CLARIFICATIONS 11

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

Clarification 1:

With reference to your response to Question 2.2 could you please confirm that in the case where Tenderers do not intend to rely on experts with whom they maintain a non-permanent relationship, then they do not have to indicate in the tender the number of staff employed under non-fixed term employment contracts?

Answer
If a Tenderer intends to present only permanent staff as evidence of the professional capacity for the delivery of services under this framework contract required by the Selection Criteria under 3.2.1 of the Specifications, the number of staff employed under non-fixed term employment contracts does not need to be indicated in the Tender.

Clarification 2:

With reference to the Tenderers' Financial Bid, we understand that only Annex 5.6 (Price Catalogue) should be submitted, while Annex 5.7 (Calculation of Overall Weighted Price) is provided just for information and thus must not be submitted under the Tenderers' Financial Bid. Could you please confirm that our understanding is correct?

Answer
As indicated in Section 2.3.3, page 28, of the Specifications:
"Tenderers must use the price catalogue format presented in Annex 5.6 to formulate their financial bid."

Annex 5.7 describes the way in which the overall weighted price, that constitutes basis for the assessment of the financial award criterion, will be calculated by the Agency (Tenderers will not include Annex 5.7 in their Tenders).

Clarification 3:

In page 18, under the "*Conditions applicable to all three kinds of orders*", it is mentioned that "if the work is performed off site on the contractor's premises, … . In many cases this will mean at least three functional testing systems, of which one is suitable for performance testing, in addition to all other development / unit testing systems".
  a) Could you please elaborate further on this requirements and more specifically could you please specify the types of and the requirements for each of the above mentioned "at least three functional testing systems" that should be available at the Contractors premises?
  b) Could you please specify in detail the requirements of the testing environment that should be "suitable for performance testing"?

c) Could you please specify which are the "many cases" where these at least three functional testing systems shall be needed?

Answer

a) For the implementation of a specific contract, the Contractor may need to install and configure a number of IT environments at his premises. The number of these environments depends on factors like the size, the complexity, the criticality, the schedule of the relevant project. Indicatively, different environment(s) may be required at the Contractor's premises to:

- develop the required software;
- develop and/or test patches/fixes of software that is already in production;
- perform unit test;
- perform integration/functional test
- perform stress/performance test

The specifications of each environment will be dependent on the nature and needs of the project. The environments will need to be built according to the particular architecture design defined for the relevant project at specific contract level. As in principle the environments will need to be aligned to the production environment in terms of technology and structure.

b) See answer for point a) above.

Also, specifically, for the testing environment that will be setup for performance testing, an environment of smaller size (in comparison to the production environment) may be used provided that it is sufficient for extrapolating the test results to production scale.

c) A typical example is the case when at least three functional testing systems shall be needed is when the Contractor will have to support a software product in production, while in parallel enhancing and developing further the product (next version). In this case, for example, at least three functional testing systems may be required for
- testing a patch/fix of the product in production
- testing the new code developed for the enhancement of the product
- performance testing the new functionality developed for the enhancement of the product (when performance is critical)

Clarification 4:
The provided scenario is identified as "Time and Means" at contractor's premises (page 38). Could you please specify whether this is correct or not and possibly it concerns a Quoted Time and Means project? Furthermore, we understand that Tenderers should not include CVs in their response to the scenario per Lot?

Answer
For the purpose of this Call for Tenders the Agency has chosen a Time and Means contracting mode at the contractor's premises. As indicated on page 38, the scenario is imaginary and the assumptions made do not necessary reflect the reality.

Tenderers will not include CVs in the response to the scenario for the different Lots.

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