

Helsinki, 23/12/2011
D(2011)

CLARIFICATIONS 6

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

Question 6.1

Tender Specifications, section 4.2.5 Tasks/ activities, page 48 – *"In most cases, the implementation of a specific contract will be organised in three work streams (which can be partly overlapping):*

- *The takeover work stream*
- *The support, maintenance and development work stream*
- *The handover work stream"*

And

Tender Specifications, section 3.3.2.1 AW1. Quality and completeness of the suggested project plan for the scenario (50 points), page 39 – *"The contractor is required to provide services for the completion of the following tasks: ..."*

Questions:

In section 4.2.5 it is indicated that the implementation of a specific contract will be organised in three work streams, the takeover work stream; the support, maintenance and development work stream; and the handover work stream.

However, none of the six (6) Tasks indicated in the Scenario under section 3.3.2.1 fall under the "handover work stream". Provided that Tenderer's proposal should address all aspects detailed in ECHA Tender Specifications, as stated in section 2.3.2, please clarify the following:

- a) Is it necessary to cover any handover activities in the three Project Plans for Award Criterion AW1 of the three lots?
- b) Is the presentation of Tenderer's methodology for "handover work stream" required in any of the parts of the technical offer?

Answer

a) *Tenderers must submit a proposal for the project plan for the completion of those tasks listed in the scenario described in section 3.3.2.1 of the Specifications.*

b) *Tenderers may choose to cover aspects related to the handover work stream as part of their methodology for AW 2 "(a) how the quality and continuity of services will be achieved over the duration of the Framework Contract".*

Question 6.2

"With regards to the average number of staff for the past three years corresponding to the provided profiles, is it possible to count also certain freelancers used in the context of specific projects and if so are there any special conditions that need to be satisfied in order to be able to take them into account when counting the number of staff?"

Answer: Tenderers may rely on experts with whom they maintain a non-permanent relationship in order to prove the ability to provide the necessary human resources to deliver the required services under the contract. The Tenderer shall indicate in the tender the number of permanent staff and staff employed under non-fixed term employment contracts."

and Annex 5.11 Man Power

Questions:

Our understanding is that in the table provided in Annex 5.11, the **total number** of staff members corresponding to the profiles listed in section 4.3 should be included (which is the sum of the permanent staff members and staff employed under non-fixed term employment contracts) for the years 2009, 2010 and 2011. Please confirm that our understanding is correct.

Should the Tenderers indicate "the number of permanent staff and staff employed under non-fixed term employment contracts" **separately**? If yes, could you please specify in which part of the offer should this information be provided?

Answer

The Tenderer shall indicate in the tender the number of permanent staff and staff employed under non-fixed term employment contracts separately using the template provided in Annex 5.11.

Question 6.3

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

- That have closed during the period 2009-2011;
- ...

Out of these 5 projects, at least 2 of them should have resulted to a software product being used in production by the date of the tender submission deadline."

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:

Our understanding is that a project which has resulted in a system that was initially put in production before 2009 and other releases, including major ones, were put in production during the period 2009-2011, will be considered as a valid reference. Please confirm that our understanding is correct.

Answer

A project delivering a new release of a system initially put into production prior to 2009 will be considered as a valid reference provided that the relevant project leading to that release has been closed during the period 2009-2011, or in 2012 by the deadline for submission of the offers, and also fulfils all the other conditions defined in the Tender Specifications Section 3.2.1.

Question 6.4

Tender specifications, Annex 5.8 customer References – "Value of the project (corresponding to the value undertaken by the Tenderer):"

Questions:

Our understanding is that the Tenderers should include the contractual budget of each project in the respective section. Please confirm that our understanding is correct.

Answer

The contractual budget corresponding to the services undertaken by the Tenderer shall be indicated for each project in the respective section of the customer reference form.

ECHA