

Helsinki,  
D(2009)

**Subject: ECHA/2009/40: Multiple Framework Contract with reopening of competition and division into 10 lots for provision of IT consulting services, awarded through an open procurement procedure**

### **Clarifications 13**

#### **13.1**

Tender Specifications, Stage 2 – Application of Selection Criteria, Criterion 1.1, p. 32 of 113

**Question:**

Regarding the financial and economic capacity required, the tendering specifications clearly indicate that a Tenderer with 30M EUR of average annual turnover for 2006-2008 is in position to bid in all lots. However, there is no indication as regards each Lot separately. Is this a fraction of the total amount of 30M EUR according to the estimation of the effort allocation across lots as presented in page 16 of 113? That is, for lot 1 where 375 man days p.a. have been estimated with a total of 5040 man-days p.a., the financial capacity required is  $(375/5040)*30M = 2.23M$  EUR. Is this correct?

*The required minimum average annual turnover for the last three financial years (2006-2008) is 30 000 000 Euros, independently from the number of lots for which a tenderer submits an offer.*

#### **13.2**

Tender Specifications, Stage 2 – Application of Selection Criteria, Criterion 2.1, p. 32 of 113

**Questions:**

As with the financial and economic capacity, we would appreciate your clarification regarding the total number of permanent staff and relevant professionals required for all lots as well as for each lot separately.

*The required number of permanent staff is minimum 70, independently from the number of lots for which a tenderer submits an offer. The required minimum number of permanent staff with specific expertise for the profiles required by the lot is 15 per each lot for which an offer is submitted.*

### 13.3

Tender Specifications, Stage 2 – Application of Selection Criteria, Criterion 2.2, p. 33 of 113

**Questions:**

- a) Regarding the table of page 33, Contract References, we would appreciate clarification on the following:
- 1 Is there an upper limit for the contracts to be presented?

*There is no upper limit. Tenderers are required to present a minimum of five Contract References, but are permitted to present more.*

- 2 Column “*Minimum number of man-days executed by the Company under the relevant contracts*”:
  - i. Please confirm that for the calculation of the number of man days of all provided contract references, it is the total effort consumed during the given timeframe (2006-2008) and not the man days for services directly related to the Lot of interest. For example, Tenderer A presents 5 contracts with a total effort of 5000 consumed between 2006 and 2008, out of which 60% corresponds to Software Engineering Services, 10% corresponds to Project Management Services and 30% corresponds to Administration Services. Please confirm that Tenderer A fully covers selection criterion 2.2.

*The calculation of the number of man days provided in the contract references is the effort in the provision of services relevant for the given lot in the timeframe (2006-2008). Tenderer A does not meet the selection criterion in the example presented. In order to meet the required man- days, the tenderer needs to have executed per lot minimum 4000 man-days altogether in at least five contract references relevant for the lot in the given timeframe.*

- ii. If the answer to the previous question is negative, please elaborate on the following. The threshold for the minimum number of man days of the provided contract references is the same for all lots. This is, however, in contrast to the estimated effort allocation provided by the Agency in page 16 of the tender specifications (where for some lots the estimated effort is less than 220 man years p.a.).

*The selection criteria set intend to provide an indication of the capacity the bidders have expressed in the last 3 years in providing the expertise required in the domains that each lot represent. The estimated allocation of resources per lot reflects the foreseen demand of specific services in the coming years and is not to be interpreted in relation to the aforementioned capacity.*

- iii. Please clarify the term “other criteria” and in particular how they will affect the evaluation of the technical capacity of the Tenderers.

*The term “other criteria” offers the possibility for the bidders to highlight the fact that the services provided under the contracts presented as reference are relevant to the tasks and required services per lot as indicated in 1.2.1 and the description of the requirements per lot as provided in 5.1.1 in the specifications.*

- b) Could you please clarify whether the Project Reference Form can be extended to more than two (2) pages? This may be necessary for big projects which need more than one page to be thoroughly described (e.g. include project-related figures for better understanding, etc.).

*Whereas the template of the Contract Reference Form consists of two pages, the completed Project Reference Form has no limitation regarding the size.*

- c) Usually Project Reference Forms contain a section named “Technologies involved (Hardware, software and tools):”, in which Tenderers provide specific technical information regarding the hardware and software tools involved in the project. This section is not available in the project reference form provided by ECHA. Could you please clarify whether Tenderers are permitted to make such an amendment (It could be placed after the Total effort and before the “Methodologies” section). This would also facilitate the Evaluation Committee’s job to easily identify the technologies used per project, in relation to those required by the Tender Specifications.

*If tenderers wish to provide specific technical information regarding the hardware and software tools involved in the project, they may do so in the project description section. Tenderers must not modify the structure of the template provided.*

- d) Are Tenderers permitted to include projects in which the Tenderer was not the principal Contractor?

*Tenderers are permitted to include projects in which the Tenderer was not the principal Contractor, on the condition that the amount of man-days presented as reference relevant to the given Lot were provided by the tenderer.*

- e) Can a project reference form be proposed in more than one Lots by the Tenderer?

*A contract reference form for a given contract may be included in the offer for each lot for which the tenderer wishes to tender, if the contract meets the selection criteria 2.2 requirements specific to those Lots, as laid down in section 3.3 of the specifications.*

*If a tenderer aims to tender for more than one lot, a tender must be submitted separately for each lot. For each lot separately, the tenderer must prepare and submit one offer. That offer for the specific lot must include an administrative proposal, a technical proposal and a financial bid and all requested documents and annexes for that specific lot. If the administrative proposal for one lot contains at least one set of originals of the eligibility and exclusion criteria documentation, the administrative proposal for another lot may include only copies of those documents, on the condition that a clear reference is made to the lot for*

*which the administrative proposal contains the originals of those documents. Within the tender documents submitted for a given Lot cross-references can be made*

f) Can a customer be proposed in more than one Lots by the Tenderer?

*A customer can be proposed in more than one Lot by the Tenderer.*

g) Are Tenderers permitted to include projects that:

- a. Started before 2006 but cover the minimum volume of person-days within the years 2006 and/or 2008?

*Yes. In this case, the tenderer is requested to clearly indicate the volume of man days provided during the given time frame 2006-2008*

- b. Were executed in 2006 to 2008 and are still ongoing? (but cover the volume of person-days within the years 2006 and 2008?)

*Yes. In this case, the tenderer is requested to clearly indicate the volume of man days provided during the given time frame 2006-2008.*

h) Are Tenderers permitted to include as a project reference a framework contract as a whole, in which Lot specific activities were implemented?

*Tenderers are permitted to include as a contract reference a framework contract as a whole, in which services relevant to the profile required by the lot were implemented.*

## 13.4

Tender Specifications, Criterion 2.2, “*At least 2 different customers should be in the public sector. Departments, divisions, directorates, etc. are regarded as the same customer. For example, a specific European Institution or Ministry or company is considered as one customer”, page 33 of 113*

**Question:**

a) Our understanding is that different European Institutions (for example the Directorate General for Environment (DG ENV) and the Directorate General for Education and Culture (DG EAC)) are considered as different customers. Please confirm.

*A specific European Institution is considered as one customer. Directorates General, Directorates, units and sections are regarded as the same customer. A DG is a part of the European Commission. The European Commission is a European Institution. Different DGs are not considered as different customers.*

b) Our understanding is that different Ministries of a country (for example the Ministry of Justice and the Ministry of Finance of country X) are considered as different customers. Please confirm.

*A Ministry is considered as one customer. Different Ministries are considered as different customers.*

c) Our understanding is that different European Institutions (for example the Directorate General for Environment (DG ENV) and the Office for Official Publications of the European Communities (OPOCE) or the European Aviation Safety Agency (EASA)) are considered as different customers. Please confirm.

*Different European Institutions (i.e. the Commission, not the Directorate General for Environment) or Bodies are considered as different customers.*

### **13.5**

Tender Specifications, 5.2.4 Award Criteria Documentation, 5.2.4.1.1 Questionnaire, “1.3 Describe your project management methodology applicable to the required services”, p. 75 of 113

#### **Question:**

The question requires Tenderers to describe their project management methodology applicable to the services. However, all Lots, apart from Lot 10 - Project Management, do not include similar tasks to be undertaken by the proposed consultants. Could you please clarify what is the rationale of this question as well as its relevance to the contract objectives and tasks?

*All professionals hired under the lots indicated are expected to deliver their services in a project context or receive assignments in the form of work packages. Having familiarity with a project management methodology is expected to simplify the efforts that ECHA will dedicate to the management of these resources while maximizing their productivity.*

### **13.6**

Tender Specifications, Chapter 2, Section 2.2 Content of the Tender, § 2.2.1 General, page 19 of 113 - “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?

*Tenderers are requested to submit their tenders with continuous page numbering. All presented page numbering types are acceptable. Tenderers are requested not to include document separators, index tags, dossier covers, etc. in the continuous page numbering.*

### **13.7**

Tender Specifications, Chapter 2, Section 2.2 Content of the Tender, § 2.2.1 General, page 19 of 113 - *“Tenderers may decide to apply for one, several or all lots. If a tenderer opts to provide offers for more than one lot then the tenderer needs to prepare and submit one offer including the proposals and bid for each lot and all requested documents and annexes. Offers for various lots need to be clearly separated.”*

#### ***Questions:***

According to our understanding, in case a consortium applies for more than one lots, common administrative documents regarding eligibility documentation, exclusion criteria documentation as well as evidence of economic and financial capacity will be provided only once for all lots. Please confirm that our understanding is correct.

*If a tenderer aims to tender for more than one lot, a tender has to be submitted separately for each lot. For each lot separately, the tenderer needs to prepare and submit one offer. That offer for the specific lot has to include an administrative proposal, a technical proposal and a financial bid and all requested documents and annexes for that specific lot. If the administrative proposal for one lot contains at least one set of originals of the eligibility and exclusion criteria documentation, the administrative proposal for another lot may include only copies of those documents, on the condition that a clear reference is made to the lot for which the administrative proposal contains the originals of those documents.*

### **13.8**

Tender Specifications, Chapter 2, § 2.2.2.1.3 Selection criteria documentation, point 2 Evidence of the technical and professional capacity of the service provider(s), page 23 of 113

#### ***Evidence for selection criterion 2.2:***

*The tenderer shall present a list of at least 5 contracts under which his personnel has provided consulting services relevant to the lot during the past three years 2006-08. A detailed description of all the contract references shall be provided.*

#### ***Evidence for selection criterion 2.3:***

*The list of contracts shall indicate the working language for execution. The tenderer will also present a statement on the ability to conduct all business in English for all manpower meeting the specific requirements of the profile for the lot in question. “*

#### ***Questions:***

- a) According to our understanding, the Tenderer shall provide a list of at least 5 contracts. This list shall include the working language for execution. In addition, the Tenderer should present details for all the contracts of this list in the form of annex 5.2.3.3 (Contract Reference Form). Please confirm that our understanding is correct.

*Yes*

- b) We understand that the working languages shall be indicated in the list of services and NOT in the form of annex 5.2.3.3. Please confirm that our understanding is correct.

Yes

- c) According to our understanding, the Tenderer will provide a list of contracts that includes language for execution in the frame of selection criterion 2.2. This list will also be evaluated in the frame of selection criterion 2.3 along with the statement on the Tenderer's ability to conduct all business in English. Please confirm that our understanding is correct.

Yes

### 13.9

Tender Specifications, Chapter 2, Section 2.2 Content of the Tender, § 2.2.2.2.1 Qualitative award criteria document, page 25 of 113 - *“The tenderer shall present the CVs of 5 staff members per lot meeting the specific requirements of the profiles. The CVs will correspond with the indicative expected ratio of execution for each category as indicated in 1.2.2 above (e.g. Lot 8: 3 senior consultants and 2 consultants).”*

#### **Questions:**

According to the table of § 1.2.2, we understand that the Tenderer is expected to provide the following number of CVs:

<b>Lots</b>	<b>Senior Consultant (No of CVs in tender)</b>	<b>Consultant (No of CVs in tender)</b>
1. Microsoft Windows System Administrator	5	0
2. Unix System Administrator	5	0
3. Database Administrator	5	0
4. Application Administrator	5	0
5. Network Administrator	5	0
6. Storage and Bask-up Administrator	5	0
7. Software Engineer	<u>3</u>	<u>2</u>
8. IT Security	<u>3</u>	<u>2</u>
9. Quality Assurance	<u>2</u>	<u>3</u>
10. Project Manager	5	0

Please confirm that our understanding is correct.

*Yes. Please note however that for lot 7 Software Engineer a split of 2-3 instead of 3-2 will be equally valid.*

Could you please specify if the Tenderer can provide more than 5 CVs per lot and the CVs obtain the maximum score to be assessed in the final evaluation?

*The tenderer shall present only five CVs per lot*

### 13.10

Tender Specifications, Chapter 1, Section 1.1 Overview of Current Infrastructure Situation, page 9 of 113 - *“The information systems and software environment presently available at ECHA are:*

...

- Electronic archiving:

...”

**Questions:**

Could you please provide us with specifications on the ECHA’s electronic archiving system, since the relevant information is not provided in the tender specifications?

*Electronic archiving systems are based on EMC<sup>2</sup> technologies*

**13.11**

Tender Specifications, Chapter 4, Section 4.2 The Nature of the Contract, page 39 of 113 - “ECHA intends to establish a minimum of three Framework Contracts for each of the ten lots.”

**Questions:**

Could you please specify whether there is a maximum number of Framework Contracts that the ECHA will establish per lot?

*There is not a maximum number of Framework contracts to be established per lot*

**13.12**

Tender Specifications, Chapter 5, Section 5.1.1 Description of the requirements per Lot, § 5.1.1.1 Lot 1 –Microsoft Windows System Administrator, page 46 of 113 - “

- *work experience and proficiency in Windows System Administration;*

**Questions:**

Could you please clarify what will be considered as sufficient evidence of the Candidate’s proficiency in Windows System Administration? The same question applies for other fields of expertise as well as other profiles requested in other lots.

*In all Lots the term proficiency in the context of work experience intends to highlight the fact that the consultants proposed not only worked in the specific area but exercised roles or functions entrusted on the basis of his or her technical expertise (e.g. technical lead; subject matter expert; qualified professional; mentor engineer; etc.)*

**13.13**

Tender Specifications, Chapter 5, Section 5.2.4.1 Qualitative Award Criteria documentation, § 5.2.4.1.1 Questionnaire, Question 1.4, page 76 of 113 - “Considering that you receive 5 requests for services for a total of 500 man/days, describe how you will manage the service requirements.”

**Questions:**

- a) According to our understanding, the question requires the Tenderer’s approach to manage the service requirements for 5 requests for services for a total of 500 man/days per year. Please confirm that our understanding is correct.

Yes

- b) Could you please specify the time frame in which the Tenderer receives these 5 requests, under the scenario presented in the question?

*Assuming the delivery of 500 man/days within one year identifies a correct scenario*

- c) We understand that in the context of this question, the Tenderer is expected to present his approach for the management of the **ordering phase** of these requests. Please confirm that our understanding is correct.

*Yes*

### 13.14

Tender Specifications, Chapter 5, Section 5.1 Technical Documentation, § 5.1.1 Description of the requirements per Lot, page 46 of 113.

**Questions:**

- a) According to our understanding, a Candidate proposed is not expected to cover all domains of experience, technologies and methods. However, the team of (5) Candidates proposed for one Lot should cover all the areas of experience, technologies and methods. Please confirm that our understanding is correct.

*Yes*

- b) Could you please explain how a tender will be evaluated if the team of Candidates proposed does not cover all technologies and methods listed in the specifications? In particular, we would like to know whether the Tenderer will receive point below threshold in the following cases:
1. The team of Candidates proposed covers the majority of the technologies and methods (i.e. all the technologies and methods with the exception of 1-3 technologies or methods).
  2. The team of Candidates proposed covers some (more than half) of the technologies and methods.
- c) Could you please specify how the Candidate will be evaluated against the qualifications and experience / knowledge requested in each profile? In particular, could you please fill in the following table indicating the weightings for each specific criterion of the Lot 1- Microsoft Windows System Administrator? Please provide us with relevant weights for all Lots in order to be clear the evaluation process.

Criterion	Weighting
<b>Qualification</b>	
<input type="checkbox"/> have experience in large scale Windows System Administration;	
<input type="checkbox"/> have an excellent oral and written command of English;	
<input type="checkbox"/> have good organisational and analytical skills;	
<input type="checkbox"/> be able to reach consent among diverging stakeholders and effectively communicate complex technical matters to technical and non-technical audiences;	
<b>Experience</b>	

<input type="checkbox"/> work experience and proficiency in Windows System Administration;	
<input type="checkbox"/> work experience and proficiency with VMWare products.	
<b>Knowledge</b>	
<input type="checkbox"/> Windows Server 2003 or later;	
<input type="checkbox"/> Active Directory;	
<input type="checkbox"/> Microsoft Clustering Service;	
<input type="checkbox"/> Microsoft Exchange 2007 (with ForeFront) or later;	
<input type="checkbox"/> Microsoft SharePoint 2007 or later;	
<input type="checkbox"/> Microsoft SQL Server 2005 or later;	
<input type="checkbox"/> Microsoft Internet Information Server;	
<input type="checkbox"/> Standard Windows services, e.g. DFS, DNS, DHCP, etc.;	
<input type="checkbox"/> VMWare ESX 3.5 or later;	
<input type="checkbox"/> VMWare Virtual Center 2.5 or later;	
<input type="checkbox"/> DR solution for VMWare, e.g. VMWare Site Recovery Manager 1.0 or later	
<input type="checkbox"/> VMWare Virtual Desktop Infrastructure	
<input type="checkbox"/> EMC NetWorker 7.4 or later	
<input type="checkbox"/> Altiris Deployment Solution 6.9 or later	
<input type="checkbox"/> Microsoft Terminal Server	
<b>Advantageous Criteria</b>	
<input type="checkbox"/> previous professional experience in user administration of a Windows domain with at least 300 users;	
<input type="checkbox"/> current MCP or MCSE related Certification;	
<input type="checkbox"/> proven skills of administrating a Windows Domain, including use of group policies	
<input type="checkbox"/> previous professional experience with MS SQL Server 2005 or later;	
<input type="checkbox"/> previous professional experience with designing, deploying and administrating large VMWare ESX 3.5 (or later) environments	
<input type="checkbox"/> previous professional experience with production grade deployments on VMWare ESX 3.5 (or later), especially concerning Exchange 2007 (or later) and SharePoint 2007 (or later);	
<input type="checkbox"/> current VMWare certification, e.g. VCP or VCDX;	
<input type="checkbox"/> previous experience with virtualisation disaster recovery tools, e.g. VMWare Site Recovery Manager	
<input type="checkbox"/> previous professional experience with VMWare VDI deployments	
<input type="checkbox"/> previous experience with Thin Clients in conjunction with Altiris	
<input type="checkbox"/> previous professional experience with desktop deployment tools, e.g. LANDesk, RIS, etc;	
<input type="checkbox"/> experience in setting up and managing new data centre(s);	
<input type="checkbox"/> experience of working abroad and/or in an international/multicultural environment;	
<input type="checkbox"/> experience of working in an EU body or international organisation;	
<input type="checkbox"/> theoretical and/or practical knowledge of ITIL.	
<input type="checkbox"/> experience in setting up and managing new data centre(s);	

Please provide us with relevant information for all other lots.

*The set of CVs submitted per lot must show proof of compliance with all the compulsory requirements as regards qualifications, experience, and knowledge as laid down for each lot in 5.1.1 of the Specifications.*

*The CVs must demonstrate experience and knowledge in all of the technologies and methods requested in the given lot. Such knowledge can be demonstrated either as a property of one single professional or as result of the team of professionals proposed.*

*In addition to the compulsory requirements of the profile, in each lot there are some assets the compliance with which will be considered advantageous.*

*The basis of assessment for the award criteria N.2 (Quality of the tenderer's proposal for the delivery of the service) will be the entirety of the whole set of submitted CVs.*

**ECHA**