

Helsinki, 22 December 2014

Open call for tenders ECHA/2014/86

Provision of IT services for IT Applications of the European Chemicals Agency (ECHA), including C&L Inventory, C&L Platform, Dissemination, eChemPortal, Portal Dashboard, and other related IT systems

Question 1:

Tender Specifications, Section 4.6 Profiles, page 37-49, "4.6.1 Service Manager", "4.6.2 Project Manager", "4.6.3 Security Consultant", "4.6.8 Architect", "4.6.13 Application Administrator".

Questions:

No provision has been made to compensate non-possession of a certificate. Please specify how many additional years of experience are needed in case of non-possession of certificates in the following profiles:

- a) Service Manager if a certification in ITIL intermediate level relevant to managing services (or equivalent) is not available;
- b) Project Manager if a certification in any project management area or method is not available;
- c) Security Consultant if a security testing certification is not available;
- d) Security Consultant if a certification in any area of information security is not available;
- e) Architect if a certification in the area of either systems/software architecture of Enterprise architecture is not available;
- f) Application Administrator if a certification in ITIL intermediate is not available.

Answer:

In case of non-possession of certificates for the above profiles, the Agency may also accept other evidence of technical training or education on the relevant topics equivalent to the ones demonstrated by a certificate, as described under "Explanation of Terms" (page 37 Specifications).

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Question 2:

Tender Specifications, Section 3.2, 2.2 Project & Services Capacity: Development, Maintenance and Support of Software, page 27-28 *"The Candidate must have concluded (completed) at least 5 projects, where each project was related to software development and substantially involved technology falling into the scope of this framework contract, and where each project delivered a software version that was released in to production at some point during the years 2012, 2013 or 2014."*

and

Tender Specifications, Section 3.2, 2.3 Project & Services Capacity: Application Management , page 28 *"During the years 2012, 2013 and 2014, the Candidate must have delivered a minimum total aggregated value of 1 million Euros of IT services similar in scope, nature and complexity to the type of services covered by this procedure, as described in section 4.3 Application Management services. (This value excludes hardware and Third Party software licence costs)"*

Questions:

- a) Our understanding is that the same project can be used to cover both selection criteria 2.2 and 2.3. Please confirm.
- b) For the selection criterion 2.2, our understanding is that we can provide contracts/projects that are still ongoing but went into production during the years 2012-2014. Please confirm.
- c) If the main service of the project is corrective and evolutive maintenance, there is not "a date of release to production of the software". For the selection criterion 2.2, our understanding is that we can use such a project as a reference, since the maintenance is one of the services requested in this procurement procedure.

Answer:

- a) *The same project can be used as reference for criterion 2.2 and criterion 2.3, provided that the project fulfils the requirements of each criterion.*
- b) *The evidence submitted to meet the requirement of 5 projects for selection criterion 2.2 (3rd bullet point) can include contracts/projects that are concluded (completed), but are still on-going with regards to maintenance or further enhancements, provided that the project fulfils the requirements of this criterion.*
- c) *If the main service of the project was corrective and evolutive maintenance it can be used to prove the capacity required by bullet points 1 and 2 of selection criterion 2.2. On the other hand, the requirement of 5 projects for selection criterion 2.2 (3rd bullet point) concern **software development** projects.*

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Question 3:

Annex 5.8, Evidence for Selection criterion 2.2 (Project & Services Capacity: Development, Maintenance and Support of Software), "*Project duration (years/months): (corresponding to the calendar duration of the project)*" and

Annex 5.9, Evidence for Selection criterion 2.3 (Project & Services Capacity: Application Management), "*Service duration (years/months): (corresponding to the calendar duration of the service)*"

Question:

Our understanding is that in the field "project/service duration" we should provide the time period between the start date and end date of the contract/project.

Answer:

In the fields Project duration / Service duration, please enter the duration of the project / service that you delivered.

ECHA