

Helsinki,
D(2009)

Subject: ECHA/2009/39: Multiple Framework Contract with reopening of competition and division into lots for external service provision for development, studies, support of information systems and security, awarded through an open procurement procedure

CLARIFICATIONS 11

11.1 Case Study 1 LOT 2

It is mentioned the following :

- Request Type : Time and Means (TM)

- 4. Description of the method for accepting each sub-task working days estimate : ...the work will be divided into various sub-tasks (or “Quoted Time & Means)

Could you clarify the incoherence between the title (TM request asked for by ECHA) and the description (QTM oriented)

For Case Study 1 LOT 2, the request type should read Quoted Time and Means (QTM). One of the purposes of the exercise is the distribution of man days across the two profiles and for that sole reason a total number of days has been specified in view of comparability of offers. Please note that this case study is fictitious and that during the implementation of the Framework Contract the total number of man days should be part of the Contractors' offer.

11.2 LOT 4 – Information system support

This lot includes different activities. Under “Administration”, we found the term “Mastering of information sites”

To which type of systems does this term refer to ? Does that mean “portal/web site management” ? Please Clarify.

This term refers to e.g. the managing or hosting of a portal or web site.

11.3 Case Study related to the LOT 3 – case 1

When reading the scope of the LOT 3, our understanding is that ECHA would like to implement a strategic approach to alignment of IT to business. The target public for this is at IT Director level. However, the “case study” pages suggest a more technical focus. Moreover, the “deliverables and context” paragraph suggest a classical IT requirements analysis (UML, etc) and development project. How do we have to interpret the EA request? what ECHA really expect concerning EA ?

LOT 3 may cover also tasks with a more technical focus and does not only target the IT Director level.

11.4 LOT 4 – Information system support

In the specifications_2009_39.pdf page 12 ECHA describes the tasks within “Lot 4 - Information systems support” more in coaching, giving assistance and training, configure information systems providing a help Desk system and so on. Having a more detailed look in the profiles of Lot 4 on specifications_2009_39.pdf page 115 ECHA is looking for Programmer, Technical Writer, Web developer and especially for Trainer.

It would be very helpful for us to get a clearer picture of Lot 4 and therefore we would kindly ask ECHA for:

1. What is the main scope of Lot 4? Hosting of Applications, On Site Support or Developing? Please Clarify.
 2. If Development is not the main scope within Lot 4, for what reasons do ECHA need Programmer/Developer profiles within Lot 4
 3. How does the Case Study correspond to the description in specifications_2009_39.pdf page 12 and to the needed profiles specifications_2009_39.pdf page 115?
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1. *Lot 4 focuses on information support, user assistance, system administration and coordination. Hosting of Applications will also be part of it, presented as “Mastering of information sites”.*
 2. *Programmer/Developer profiles are included in order to allow e.g. configuration or adjustments of an information system as well as defect analysis.*
 3. *The case study presents hosting of an application that requires also developer profiles, as well as trainers.*

ECHA