

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 33

33.1 Project Selection Criteria (Specifications, page 117 of 171, chapter 5.3.3).

Question:

One of the required technologies to be included in Lot 1 project references is Oracle Weblogic. Could you please confirm that for projects executed within 2007 or 2008 this technology is identical with BEA Weblogic?

Yes, this technology is identical with BEA Weblogic.

33.2 Specifications, 5.3.1 – Selection Criteria 1.1, page 105 of 171 “Minimum average annual turnover for the last three financial years”

Questions:

- a) According to our understanding the minimum average turnover refers to the group of Tenderers’ (in case of a joint offer) aggregated financial turnover. Please confirm.

In case of a joint offer the minimum average turnover refers to the group of Tenderers’ aggregated financial turnover.

- b) We understand that the requirement for the financial turnover refers to the average annual turnover over the last free financial years, meaning that a Consortium having for example an aggregated turnover of €20.000.000 for 2006, €25.000.000 for 2007 and €45.000.000 for 2008 for Lot 1 fully covers this selection criterion. Please confirm.

We confirm that your interpretation is correct. The requirement for the financial turnover refers to the average annual turnover over the last three financial years 2006, 2007 and 2008.

- c) Given that a Consortium has average annual turnover 31M for the last three years, could this Consortium participate in all Lots or the average annual turnover for the Consortium should be the aggregated threshold for the Lots that intends to participate?

If a Consortium submits an offer for several lots the required minimum average annual turnover per lot is not cumulative. For example, if an offer is made for all Lots the required minimum average annual turnover is 30 000 000 Euros.

33.3 2.2.2.3 Section Three: Financial Proposal

“Tenderers must use the financial form (45- See Section 5.2.3) to formulate their financial bid”

Questions:

- a) It is a reference to section 5.2.3 from the financial form. We understand that this is a clerical error and the correct reference is to Section 5.2.4.2. Please confirm.

The footnote should refer to 5.2.4.2. The form is available on page 102 and following.

- b) We understand that the financial offer must include ONLY the completed table (for the relevant Lot) of Section 5.2.4.2.1. ECHA has no provided any other template. Please confirm that our understanding is correct.

The financial form provided in section 5.2.4.2 of the Specifications must be used by tenderers to formulate their financial bid for the relevant lot.

- c) We understand that the Tenderer must provide only daily rates for onsite and offsite services per profile. Please confirm that our understanding is correct.

The Tenderer must provide the unit price per person-day for onsite and off-site services per profile required for the lot for which a tender is submitted.

- d) In Section 5.3.4 table Financial award criteria, there is an indication for each lot “weighting (1 to 10) except of Lot 1 where the indication is (0 to 10). We understand that the meaning of these indications is that the proportion of some profiles is lower to 1. Nevertheless, the proportion of the Junior Web Developer in Lot 4 is also lower to 1. Can we assume that this is a clerical mistake and the correct indication for Lot 4 is (0 to 10). Please clarify this.

This is a clerical error: the weighting indication of Lot 4 and Lot 2 should be also from 0 to 10, and not 1 to 10

33.4 SPECIFICATIONS, section 5.3.2.1.2 General Expertise Requirements, Web Designer Developer, Web Developer, Junior Web Developer, page 110 and 111 of 171 – “Successful training at a specialized institute on the products used for web development at the agency.”

Questions:

In the cases of Junior Web Developer, Web Developer and Web Designer Developer, is Sun certificate for Java training considered as appropriate and sufficient certificate on the products used for web development at the Agency?

Yes, this certification is appropriate and sufficient.

33.5 Specifications, 5.2.4.1.1 – 5.3, “Describe in detail your proposal in the field on information systems hosting?”, page 94 of 171.

Questions:

Could you please clarify whether this question refers to provision of studies related to IS hosting or actual hosting of IT applications and systems by the contractor? If the first is correct, there is an overlap with document 5.5, where Tenderer are requested to provide their proposal for technical studies, which includes IS hosting.

Question 5.3. refers to the provision of studies in the field of information system hosting.

Question 5.5. refers to the methodology of producing studies in the Information systems field as such.

33.6 Specifications, 5.2.4.1.1 – 7.1, “Describe in detail your proposal in the field of information systems support (distinguishing on-site and off-site support)?”, page 98 of 171.

Questions:

Regarding the provision of support in the context of Lot 4, we would appreciate your clarifications on the following subjects:

- a) Are Lot 4 contractors responsible for the 3rd level of support – corrective maintenance of systems, i.e. the correction of bugs found by users or will such requests be forwarded to the Lot 1 contractor (or any other contractor responsible for the development of the contract)?

Corrective maintenance will be carried out by the lot 1 contractor.

- b) Is evolutive maintenance within the scope of Lot 4 framework contract?

No

- c) Will Lot 4 Contractors undertake the responsibility for the warranty of the Agency’s information systems?

No

- d) In case a Tenderer is in position to provide all required types of support both on-site and off-site (eg, helpdesk running either at the contractor's premises or at the Agency's premises), could you confirm that it is acceptable to describe its proposed approach and state that it is applicable for both on-site and off-site services? We refer here to the requirement for "*distinguishing on-site and off-site support*". If such an approach does not thoroughly meet the needs of the Agency, please elaborate on this requirement.

Yes, you may specify that you propose the same approach for both on-site and off-site services.

33.7 Specifications, 5.2.4.1.1 – 7.2, "Describe in detail your proposal for information systems user training (distinguishing the training in the Agency's premises and in your premises).?", page 98 of 171.

Question:

Does Agency foresee the organisation of training sessions for its officials at the contractors' premises?

Yes, this is a possibility that should be foreseen.

33.8 Specifications, 5.2.4.1.1 – 7.4, "Describe in detail your proposal for the management in your premises of a site dedicated to the support and promotion of an Information System?", page 98 of 171.

Question:

Could you please elaborate on this requirement, providing details as regards the following points:

- a) Does the term site refer to a website which will be used for the promotion of an IS?

Yes, the term site refers to a website.

- b) The question requires, among others, the Tenderers' proposal for the support of an IS, which is also requested under Question 7.1. Is it correct? Are Tenderers allowed to make cross reference between the two documents?

Yes, the topic of support appears in question 7.1 and 7.4. You may make a cross reference in your answer to question 7.4 to your answer to question 7.1.

33.9 Specifications, 5.2.4.1.1 – 7.5, "Describe in detail how you propose to coordinate development communities and integrate the developments to provide an information system to the users (assuring that you do not develop the system yourself?", page 98 of 171.

Question:

Will Lot 4 – Contractor's responsibility be limited to the management of inter-related development projects and the integration of the various developments or will it also cover project management of development projects carried out by other contractors of the Agency?

Lot 4 does not cover the project management of development projects carried out by other contractors of the Agency.

33.10 Tendering Specifications, Attachment 3, LOT 2 Case Study 1, page 2/3 – “A request for a specific sub-task will be addressed to the Contractor to establish a test plan and test lists for a release of an application”

“For each application the Agency will provide the functional specifications, the technical documentation and user documentation”

Questions:

Could you please clarify whether the Case Study involves the production of functional and quality tests for one application or for more applications?

Case Study 1 of Lot 2 concerns one application.

33.11 Tendering Specifications, Attachment 3, LOT 2 Case Study 1, page 3/3 – “The Contractor must as well give its proposed methodology and a technical proposal, including the tools that he proposes to use.”

Questions:

Could you please provide us with further details on the applications (e.g. type of application, technologies used etc.) that the Tenderer will test in the frame of LOT 2 Case Study, so that we will be able to assess which is the most suitable tool for the execution of tests?

Further details are not available as this case study stays on a generic level and does not refer to a specific example.

33.12 Tendering Specifications - Attachment 3: Case Study 1 – Lot 2, page 1/3, “Request Type: Time and Means (TM)” AND

page 3/3: “*since the work will be divided into various sub-tasks (or “Quoted Time and Means”), the Agency will provide ...*”

Question:

Could you please inform what the correct Type of Request is? Does this scenario refer to a Time and Means or to a Quoted Time and Means Request?

This has been answered in a previous clarification published on ECHA website: please refer to answer 11.1

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.

33.13 Could you please confirm that for Time and Means Requests the Contractors will have to deliver only the CVs of the persons who will undertake the requested services according to the profile requirements of each Request?

Please refer to the description in section 4.13.1.1. "Time & Means orders".

33.14

Questions:

a) It is our understanding that the Fixed Price and Quoted Time and Means Requests will be performed at the Contractors' premises. Please confirm.

Fixed Price and Quoted Time and Means Orders are executed outside the Agency's premises, normally at the Contractors' premises.

b) If your answer to the above question is affirmative, could you please explain why the place of delivery for the Case Studies of Lot 1 is Helsinki? Is it a clerical mistake or does it refer to the delivery of the envisaged tools requested in the Case Studies? Please elaborate.

The place of delivery for the Case Studies of Lot 1 (Helsinki) refers to the delivery of the envisaged tools requested in the Case Study.

ECHA