

Helsinki, 08/09/2014

Open call for tenders ECHA/2014/110**Framework Service Contract for the provision of Web services****Clarification 2****Question 2.1 :**

About the staff capacity criterion. The tender specification document states that the evidence for staff capacity is a document proving tenderer's ability to provide consistent, skilled business and technical resources. Does this mean that no CV's need to be attached to the tender? Also, what are the expected topics/contents for the staff capacity description?

Answer:

No. Tenderers are not requested to submit Curriculum Vitae (CV) in the tender. However, please note that CVs will be requested during the implementation of the contract as specified under section 4.7 Implementation of the contract.

The information to be provided in the tender shall be detailed enough to prove that the tenderer meet the minimum requirements as stated in selection criteria 2.1. Staff Capacity. The description can contain all relevant information the tenderer considers appropriate to define its ability to provide consistent, skilled business and technical resources. This could cover, among others and not to be intended as an exhaustive list, a description of the technical resources, how staff availability for service provisioning and service continuity is ensured, etc.

Question 2.2 :

In the tender specification section 5.1.1 is stated that a statement from an authorised agent is needed to confirm the validity of the tender. In which document is this statement included in?

Answer:

The statement shall be included as part of the Administrative proposal. The statement can be in a form of a letter addressed to ECHA or in any other document form which has to be signed by an authorised agent.

Question 2.3 :

In the tender specification page 24 there is a requirement for stipulating the role, qualifications and experience of each service provider and monitoring arrangements that exists between them. Can this be added in the subcontracting description document?

Answer:

Yes, if subcontracting is envisaged in the offer.

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Question 2.4 :

About the qualitative award criteria documentation requirements in the tender specification document page 26. What are the expected topics/contents for that technical document? Is the resulting technical document more like a technical description for the solution as suggested by the tenderer?

Answer:

Please refer to section 5.4 Evaluation of the tender and section 5.4.3 Stage 3 - Application of award criteria of the Tender Specifications for details.

Question 2.5 :

A detailed description of the infrastructure and technical facilities at tenderer's disposal is required for evidence for selection criterion 2.3 (service delivery). What do you expect to be covered in this description?

Answer:

Necessary details and descriptions of the tenderer's infrastructure and technical facilities showing availability of adequate IT facilities and infrastructure (hardware/software) for software development, testing, implementation, maintenance and support thus showing the tenderer's technical capacity to provide the services relevant for this Call for Tenders.

Question 2.6 :

We would like to clarify if for the "selection criteria 2.1" for this CFT, regarding the Staff Capacity for 25 staff members for Lot1 and 10 staff members for Lot2, do the tenderers have to submit corresponding Curriculum Vitae (CV) or not?

Answer:

No. Tenderers are not requested to submit Curriculum Vitae (CV). See also answer to Question 2.1. above.

Question 2.7 :

Annex 6.2.5, Worksheet: 1.0 Customer References, "Project Duration" and "Total Implementation Time", and Question 1.6, "A project for the delivery of a system that meets the requirements of selection criteria 2.2 Project capacity and has been formally accepted and approved in production during the period 2011-2014, up to the date for submission of offers, can be used."

Our understanding is that we should provide:

- Project Duration: start date and end date of the contract/project.
- Total Implementation time: the time between the start date and the date that the system or application has been approved in production.

Please confirm.

Answer:

Yes, your understanding is correct.

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