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Resources Directorate  
Calls for Tender & Contracts Unit

Luxembourg, 21 April 2009  
Réf: ZR – AO 10221 – Additional information no 2  
Opoce r.2 (2009) n° SAUV 82798-ARES/

### FAX + REGISTERED LETTER

**Subject: Call for tender n° 10221 – Additional Information no 2**

**Title: Provision of consultancy services regarding SGML, XML and HTML matters**

Dear Sir or Madam,

Concerning the above-mentioned Call for Tender, after having received some questions from tenderers, we are informing you of the following:

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**Q1:** *We would like to know if there is a conflict of interest between contract 10221 and other contracts. If such is the case, what are the contracts concerned by this conflict of interest?*

**A1:** **During the duration of the contract the possibility of conflicts of interest - in particular with regards to the contracts for Formex validation and contracts for production of the Official Journal as well as for the production of the European Court Reports - will be accounted before the placement of orders or the signature of a specific contract.**

**This potential conflict of interests does not prevent any economic operator from the submission of an offer in response for the Call for Tenders.**

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**Q2:** *Specifications, chapter 2.3, p. 8/81 refers to "...diskette, CD or similar medium...". We understand that tenderers should provide (in triplicate) the electronic version of the "Financial Bid" only and not of the rest of the offer. Please confirm.*

**A2: Your understanding is correct.**

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**Q3:** *Could you please specify what is the minimum required level of language skills (as indicated in the CV front page) for both English and French?*

**A3: The minimum level of English and French language skills required is, at least "Good". Please bear in mind that the person proposed will have to work in those two languages.**

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**Q4:** *Considering that one tenderer submits the maximum number of 14 CVs and that these CVs will be treated according to the sequence presented in the offer, and that the first 12 CVs satisfy the requirements of 8 TEC-CONS-XML and 4 ANA-XML:*

*a) Will the extra two CVs be evaluated anyway?*

*b) Could these extra CVs be selected for time & means based services during the execution of the contract?*

**A4:** **a+b) If the tenderer submits maximum authorized number of CVs (14) all of them will be evaluated.**

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**Q5:** *Specifications, chapter 2.6, p. 11/81 refers that a "short (maximum 5 pages A4 font-size 12 description of the tenderers activity..." should be provided. In addition chapter 3.2, section 7 refers that "The documents concerning the technical selection criteria only have to be completed once for all partners of a joint bid,...".*

*We assume that in the case of a joint bid, each participant shall submit one document with a maximum of 5 pages. Could you please confirm that our understanding is correct? Could you please confirm that in the case where subcontracting is foreseen the same rule applies?*

**A5:** **Your understanding is not correct. In case of joint bid only one document per consortium, with a maximum of 5 pages, shall be submitted. If subcontracting is foreseen, the limit of 5 pages refers to the tenderer and all the subcontractors.**

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**Q6:** *Specifications, chapter 2.6, section 2.6.2.2, p. 11/81 states that "The technical and professional capacity will be judged on the basis of the tenderer's expertise relevant to the required services, in particular with regard to their know-how, efficiency, experience and reliability."*

*a) Could you please specify whether the above "tenderers expertise" refers to the proposed PARFs and CVs? If not, could you please elaborate further on this issue?*

*b) Could you please specify the exact criteria based on which the OPOCE will judge the tenderers for EACH one of the following areas: "know-how", "efficiency", "experience", "reliability".*

*c) We understand that the evaluation criteria for the CVs are specified in the first paragraph of page 12/81 and in Annex 8. Please confirm.*

*d) We understand that the evaluation criteria for the PARFs are specified in the second paragraph of page 12/81 and in Annex 7. Please confirm.*

**A6:** **a) The tenderer's expertise will be evaluated on the basis of the information provided in the documents indicated in the point 2.6.2.1 of the Specifications.**

**b) The elements mentioned in the question will be evaluated, as already mentioned in the point 2.6.2.2 of the Specifications, with regard to the services requested under this call for tenders.**

**c+d) Your understanding is correct.**

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**Q7:** *Specifications, Annex 7 PARF, p. 37/81 states that "...the tenderer wants to present as proof of experience with the delivery of services comparable to those defined in the Technical Specifications", and "A presented PARF should be relevant to the subject and at least one of them shall show tenderer's expertise in: (i) helpdesk activities; (ii) consultancy activities, (iii) activities related to the XML".*

- a) *Could you please give further details on the requirements "relevant do the subject" that shall be presented in the PARFs?*
- b) *We understand that recent Project References which include technical support and helpdesk activities and/or technical and business consultancy activities and/or XML related activities AND cover the budget thresholds will be considered as acceptable by the OPOCE. Could you please confirm that our understanding is correct? If not, could you please elaborate further on the requirements to be covered by the presented Project References?*

- A7: a) The term "relevant to the subject" refers to the subject of the call for tenders.**  
**b) Your understanding is correct.**

**Q8:** *Specifications, Annex 11 Best practice documents, p. 49/81 states that "For each type of documentation, it is expected that a typical example will be provided".*

*Could you please confirm that tenderers are requested to provide on example per category specified in the Best practice document? Furthermore, could you please confirm that tenderers are allowed to provide more than one example per category?*

- A8: The tender shall provide one and only one example per category.**

**Q9:** *Specifications, Annex 12 Quality expectations and service proposals, p. 50/81, p. 51/81 chapter 12.2 and chapter 12.3. Chapter 12.2 which corresponds to Award Criterion 2 requests, among others, the tenderers' approach for "project management: procedures, standards, controlling, reporting, etc." and for "handle consulting missions including methods and tools applied". In addition Chapter 12.3 which corresponds to Award Criterion 3 requests among others, from the tenderers to "... define the procedures foreseen to handle different types of requests..." and their approach for "project management and control".*

*a) Could you please elaborate further on the above issue, specifying whether tenderers should present their approach for project management and request handling twice under both Award Criterion 2 and Award Criterion 3?*

*b) We would highly appreciate if you could give further details on the specific evidence that should be provided by the tenderers in order to cover adequately each one of these two award criteria*

- A9: a) Tenderer's approach for project management and request handling shall be presented as a part of the document for Award Criterion no 3.**  
**b) It is up to the tenderer to decide what kind of information he is going to provide in his offer.**

**Q10:** *Specifications, Annex 12 Quality expectations and service proposals, Chapter 12.3 Draft Service Level Agreement, p. 50/81, p. 51/81 states that "The tenderer must also indicate the key performance indicators foreseen to measure effective service delivery".*

*a) We understand that the tenderer should propose KPIs only for the "Organisation of the Service". Please confirm.*

*b) Could you please specify the way in which the proposed KPIs will be evaluated towards the overall evaluation of this Award Criterion? For example, will the number of proposed KPIs count for more points, etc.?*

- A10: a) Your understanding is not correct. Proposed KPIs shall cover all the elements requested from the SLA.**  
**b) Proposed KPI will be evaluated on the basis of their relevance to the subject of this call for tenders and proposed reference values.**

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**Q11:** *It is our understanding that if a candidate's CV demonstrates that he/she has at least 2 years of experience in XML and/or SGML and/or HTML and/or related technologies, then he/she is also correspondingly an expert in XML and/or SGML and/or HTML and/or related technologies. Please confirm that our understanding is correct,*

**A11:** **Your understanding is partially correct - the proposed persons shall have experience in all the technologies (conjunction "and" applies) mentioned in the question.**

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**Q12:** *If a candidate completed a 3-year curriculum program leading to a BSc degree (e.g. from the UK), does this candidate fulfil the education requirement of holding a 'University degree' as stated in the profiles' definitions?*

**A12:** **In the case as described in the question the proposed person fulfils the requirement concerning education.**

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**Q13:** *Specifications, Annex 12 Quality expectations and service proposals, p. 51/81 chapter 12.4. Could you please provide the tenderers with more details on the requested Help-Desk services in terms of the levels of support requested (1st and/or 2nd and/or 3rd), the technical specifics of the services involved, the SW tools already in place, the Information Systems for which help-desk services will be provided, the types of maintenance involved (i.e. corrective, preventive, evolutive), etc.?*

**A13:** **There is only one level of help-desk, which shall be provided by the successful tenderer. Its activities are mainly related to the XML and the use of Formex in current production. Requests are coming from the external services as well as from the internal services and have to be dealt with within the specified delays. Other tasks concern the validation and – if necessary – correction of XML instances in various contexts. Tools are standard XML parsers and editors. There is no maintenance involved.**

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**Q14:** *Specifications, Annex 12, section 12.3, page 50/81 K is written that "Description of the internal organisation and the procedures the tenderer will use and/or set up in order to deliver the requested service. For each person having a role mentioned in the tenderer's proposal it should be indicated who would fulfil this role. Possible back-up persons should be mentioned, as well as knowledge transfer in case of replacement of personal."*

*Could you please specify whether tenderers should provide the names and/or CVs of the personnel to be involved (including the back-up persons) in the internal organization for the delivery of the requested services?*

**A14:** **The tenderer shall indicate names of the persons fulfilling particular roles.**

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Yours faithfully,



António CARNEIRO  
Head of Unit