Luxembourg, 23 April 2009
Réf: ZR – AO 10221 – Additional information no 3
Opoce r.2 (2009) n° sauvegarde 86549 / ARES

FAX + REGISTERED LETTER

Subject: **Call for tender n° 10221 – Additional Information number 3**

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

Ref: **Requests for additional information of 22/04 [75240, 76226 and 87014]**
Request for additional information of 23/04 [76794]

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:

Q1: *Subject: Specification, Annex 12, Section 12.4 Tender's approach to provide services requested under this call for tenders.*

Questions:

a) Which tool(s) is(are) currently being used by OPOCE to manage, create, search, update, report, and archive the Formex requests ?

b) In case a tool is currently used by OPOCE for managing Formex requests, can the contractor use this tool on OPOCE premises and on its premises?

c) In case the contractor is not allowed to use the Formex requests management tool, can OPOCE export the historical data related to Formex requests?

d) In case the contractor is not allowed to use the Formex requests management tool, does OPOCE have preferred tools that could be used by the contractor ?

A1: **a)-d) Information mentioned in the point a) above is stored in an Excel file, which shall also be used by the future contractor. Historical data will be provided to the successful tenderer.**

Q2: _Subject:_ Specification, Annex 12, Section 12.4 Tender's approach to provide services requested under this call for tenders

Question: Regarding the Formex helpdesk services to be delivered, OPOCE is requesting a monthly reporting containing the list of all interventions of the month. Does OPOCE expect or plan any other kind of reportings?

A2: **No other reports are requested at the moment. Nevertheless, a monthly presence list shall be provided as additional justification for the invoice.**

Q3: _Subject:_ Specification, Annex 12, Section 12.4 Tender's approach to provide services requested under this call for tenders.

Questions:

a) The time for answering Formex requests in this call for tender is expected to be at most 3 hours for high priority requests and 6 hours for other requests. What are the targets for answering Formex requests in the contract currently in force?

b) Question: Considering that historical data are important to set realistic targets in the SLA, to which extent are the target of the current contract met?

c) Question: Considering that historical data are important to set realistic targets in the SLA, how many high priority requests are there monthly in average?

d) Question: Considering that historical data are important to set realistic targets in the SLA, how many lower priority requests are there monthly in average?

A3: **a)-d) In the current contract the targets are the same, with an average response time of one hour. In average +/- 50% of the monthly requests (between 30% and 60%) are high priority requests. The others are low priority requests.**

Q4: _Subject:_ Specification, Annex 12, Section 12.3 Draft Service Level Agreement

Question: Regarding the roles and resources used in the internal organization, does OPOCE expect to have detailed CV for all involved resources?

A4: **No. Only CVs of the persons involved in the daily work (TEC-CONS-XML and ANC-CONS-XML) shall be provided.**

Q5: _Subject:_ Specification, Section 4.2.1.1 Fixed price projects

Question: "The contractor nominates a project leader who is the principal contact person for the Office." Does OPOCE expect the contractor's project leader to be one of the technical consultants or could he/she be another contractor's resource? In the later case, do you expect to have the CV of this additional resource?

A5: **It is up to the tenderer to decide if the proposed project leader will be one of the technical consultants or not. In the latter case CV is not requested.**

Q6: _Subject:_ Specification, Annex 12, Section 12.3 Draft Service Level Agreement

Question: Regarding the internal organization proposed by the tenderer, the specifications document says "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...". Do you consider that the back-up persons are amongst the maximum 14 resources proposed, or do you consider that they are additional resources on top of the 14 resources proposed? In the later case, our understanding is that only their name should be given, and not their CV. Is it correct?

A6:   Please read above answer to the question number 4.

Q7:   *Further to answer number 11 of additional information number 2, it is our understanding that if a candidate has two (2) years experience in XML then he/she is also considered an expert in XML. The same understanding applies for SGML, HTML and related technologies. Please confirm.*

A7:   Your understanding is not correct. The mere fact that the proposed person has 2 years of experience in a particular technology does not make him / her automatically an expert in this technology. It is up to the tenderer to assess expertise of the proposed person and to provide this information in the relevant column of the CV.

Q8:   *TEC-CONS-XMS profile requires two (2) years experience in XML and SGML.*

   a) Please confirm that this profile requires two (2) years experience in each of these technologies and it is not cumulative (e.g. one (1) year experience in XML and one (1) year experience in SGML).

   b) Candidate under this profile need to be experts in HTML and related technologies. Does this mean that they need to have at least two (2) years experience in these technologies as well, or could it be one (1) year?

A8:   a) Proposed persons shall have at least two years of experience in XML or in SGML.

   b) Please read above answer to the question number 6.

Q8:   *Annex 8 states that "more CV experience pages must be added for more projects/activities". As the title "CV experience page" is missing from the form, are tenderers to add in the extra pages the whole page 45/81 or only the table "Projects/Activities Experience" (omitting the table containing CV no, tenderer and person name)?*

A8:   To present the experience of the proposed persons the tenderers shall use the whole page 45.

Q9:   *Since sections 12.2. and 12.3 of the Specifications request information on project management approach/procedures in both documents "Tenderer's approach to quality assurance, to consulting and to project management" and "Draft service Level Agreement" respectively, Question 9 asked whether "tenderers should present their approach for project management and request handling twice under both Award Criterion 2 and award Criterion 3". Your answer was that "Tenderer's approach to project management and request handling shall be presented as a part of the document for Award Criterion 3".*

   a) Since sections 12.2. and 12.3 both explicitly request information on project management approach/procedures, for absolute clarity please advise whether, in the light of your previous answer, this information should only be provided in the document for Award

Criterion 3, and that this information is no longer required in the document for Award Criterion 2.

b) If, however, this information is still required in the document for Award Criterion 2, please clarify how this would differ from the information provided in the document for Award Criterion 3.

A9: **a)-b) We would like to confirm information to be found in the Additional Information number 2, answer to the question number 9a, that the tenderer shall provide its approach for project management and request handling only as a part of the document for the Award Criterion 3.**

Yours faithfully,

António CARNEIRO
Head of Unit