



Publications Office

Directorate R – Resources

Calls for tender and contracts Unit

- 6 -05- 2011

Luxembourg,

Op.r.2(2011)N°SAUV 525 095- ARES/

Ref: AO 10340 - Additional information n° 5

Object: Call for Tenders n° 10340 - Additional information n° 5
Ref: Requests for additional information [ARES: 485 208, 528 607, 538 541, 486 886 and 544 743]

Dear Sir or Madam,

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

Q1: The resolution times for various KPIs (1, 2, 4) are expressed in clocking hours whereas other KPIs have working days as target.

What does the term clocking hour mean in this context i.e. if a high priority bug is reported on working day x at 18.00 hours the resolution time is 4 clocking hours after notification. Does this mean the target time is 22.00 hours on working day x or is the target time next working day 4 hours after the start of the working day (assuming that the working day ends at 18.00 hours).

A1: The target time is 22.00 hours on working day x.

Please note that the normal working hours are from 7 a.m. to 8 p.m.



Q2: Specifications, point 2.7.1.

"This document shall cover, respecting the order and headings as listed below:

- *Standards;*
- *Planning;*
- *Allocation of resources;*
- *Deliverables;*
- *Information concerning familiarisation of the tenderer's staff with the applications concerned;*
- *Information on working environment setting-up;*
- *Reporting and Meetings."*

and

Additional Information n°2, answer to question n°11

"The document in question shall have a structure like the one presented in italics in the questions. (points 1 and 2)"

Questions:

As stated in the Additional Information n° 2, the document in question shall include:

1. The tenderer's proposal for the take-over activities respecting the given order and headings as listed above, as well as
2. The tenderer's proposal for the hand-over activities-respecting the given order and headings (i.e. presented twice - once for the take-over and once for the hand-over) as listed above.

To this extend, it is not very clear to us what information should be provided regarding the hand-over activities under the corresponding sections *"Information concerning familiarization of the tenderer's staff with the applications concerned"* and *"Information on working environment setting-up"*. It is our understanding that these sections should only apply for the Tenderer's take-over proposal, and they should be omitted from the Tenderer's proposal for the hand-over tasks.

A2: Your understanding is correct.

Q3: Specifications, point 2.7.1.

"A document of maximum 30 pages, A4 format, font Times New Roman size 12, max 3000 characters with spaces (all inclusive - including for example headers and footers) per page presenting technical merits of the human resources for the execution of the tasks, including information on the persons assigned to fulfil the particular roles - for all lots."

Questions:

Taking into account the nature of the envisaged contract that will be implemented on the basis of specific Orders leading the establishment of Specific Contracts with the Publications Office we understand that the Tenderer's proposal for the persons to be assigned to the particular roles will be indicative. The Tenderer is not expected to make a binding proposal for the specific persons that will undertake the provision of services under the envisaged contract. Please confirm that our understanding is correct.

- A3: The Tenderer's offer is binding during the performance of the contract. See also point 4.3.3.4. of the Specifications in which the criteria and the procedure for replacement of human resources in time and means orders are set.

Q4: Specifications, Annex 8

"6. The PARFs shall not be outdated; the project shall be executed during the period from 2008 onwards. Projects which started before 01/01/2008 and which are ongoing may be submitted, but only with regard to its part executed after 01/01/2008."

Specifications, Annex 8

"Total value of the project executed during the period 2008-2010: ... EUR"

"Value of the related services executed by the tenderer during the period 2008-2010 ...EUR"

"Total number of man-days / Number of man-days provided by tenderer's own technical staff per profile (during the period 2008-2010)"

Questions:

We understand that for ongoing projects or projects completed within 2011 the tenderers are expected to present in the PARF the above mentioned figures (i.e./figures for the total value for the project executed, the value of the related services as well as the total number of man-days) for the period of 01-01-2008 up to present (i.e. the date for the submission of the tenders in response to the current Call for Tenders). Please confirm that our understanding is correct.

- A4: Your understanding is correct.

Please read:

- *"Total value ... 2008 - date of submission of the tender";*
- *"Value ... 2008 - date of submission of the tender";*
- *Total number of man-days ... 2008 - date of submission of the tender".*

Q5: Specifications, chapter 4

"Software development (lot 1-3)...other related services that may be requested are: S4 functional analyse; ..."

Specifications, point 4.2.

Specifications, Annex 9

Questions:

According to the work estimation for Lots 1-3 presented in chapter 4.2 of the technical specifications, the profile Consultant IT (CONS-IT) will not be involved in the execution of tasks under the Framework Contracts for Lot 1, 2 and 3. However, according to Annex 9 tasks relevant to functional analysis will be attributed to the profile of CONS-IT, while the profile of TEC-CONS and ANA-PROG will be mainly involved in the provision of technical analysis related services. As a result, could you please clarify which profile will be mainly involved in the provision of "(S4) - Functional Analysis" services, given that Lots 1, 2 and 3 do not involve the profile of CONS-IT?

A5: For lots 1-3 ANA-PROG may be involved in the provision of "(S4) - Functional Analysis" service.

Q6: Specification, point 2.6.2.2

"The submitted Best Practice Documents will be evaluated against the requirements as set out in Annex 10."

Questions:

a) Could you please indicate the criteria against which the Best Practice Documents will be evaluated?

b) Our understanding is that there is no minimum requirement related to the production date of the Best Practice Documents to be provided, for example, the Tenderer is able to present a relevant document with production date of 2005. Please confirm that our understanding is correct

A6: a) The criteria are set out in point 2.6.2.2 of the Specifications.

"The submitted Best Practice will be evaluated against the requirements as set out in Annex 10."

b) Your understanding is correct.

Q7: Specification, point 2.6.2.2 and Annex 8

Questions:

According to our understanding PARFs related to the provision of services on a Fixed Price basis as well as PARFs related to the provision of services on a Time and Means and Quoted Time and Means basis will be acceptable. Please confirm that our understanding is correct.

A7: Your understanding is correct.



Q8: Specification, point 2.6.2.2

"For lot 4, to be accepted, a PARF must include:

- at least 200 man-days of PRO-MAN*
- at least 50 man-days of CONS-IT"*

Annex 8 (PARFs)

"8. Execution of framework contracts can be presented as a proof of technical capacity. In this case tenderer has to use one PARF per specific contract executed under the given framework contract."

Questions:

Given that a PARF for Lot 4 must present at least 200 man-days of PRO-MAN and at least 50 man-days of CONS-IT and the Tenderer has to use one PARF per specific contract it is not clear to us how it will be possible to present PARFs that involve the provision of services on a Time and Means basis, since the majority of Time and Means Specific Contracts require the involvement and assignment of only one profile/expert. Could you please clarify how the Tenderers should present PARFs related to such Time and Means Specific Contracts in order to be accepted under Lot 4?

A8: It is up to the Tenderers to decide how they are going to prove their professional and technical capacity.

Q9: Specification, point 4.3

"Working languages - English and French"

Questions:

a) We understand that the Tenderers are expected to present human resources that are fluent in English and/or in French. It is not mandatory to propose persons that are fluent in both languages. Please confirm that our understanding is correct.

b) Could you please clarify how the Tenderers' capacity in providing personnel fluent in English and / or French will be evaluated?

A9: **a)** The proposed human resources shall have a knowledge of at least one of the working languages. Please note that the coverage of the working languages by the proposed human resources will be taken into account by the evaluation of the offers for criterion 3.

b) The evaluation will be based on the information concerning the proposed human resources provided by the Tenderer.

Q10: Specifications, Annex 11, page 70-75/135

"Technical environment and elements

Server/OS: SUN OS Solaris 9

Database: Oracle 9i 10g

Client: Windows server/Coldfusion 8"

Specifications, Annex 12, page 92/135

"UNIX is the recommended environment for production systems while office automation systems are normally hosted on windows servers"

Questions:

- a) It is our understanding that systems (ACF, BDG; GDCP, ICONTRACT, ITR and PREVI-FIN) that under the functional domain of lot 1 use:
1): Oracle 9i and IOg Database running on SUN Microsystems Servers; 2) ColdFusion 8 application server running on a Windows operating system (i.e, MS Windows 2003/2008 Server standard edition/enterprise edition); 3) Client access to these applications is provided via Web Browser. Please confirm that our understanding is correct.
- b) It is our understanding that the administrative applications under Lot 1 are part of the "office automation systems", which are normally hosted on Windows servers, whereas UNIX is the recommended environment. Therefore, the main technologies/tools/servers associated with Lot 1 are defined under Annex 12, Technical environment, section f) (Windows Servers), page 100/135. Please confirm that our understanding is correct.
- c) It is our understanding that the main technologies/tools/servers associated with Lot 2 and Lot 3 are the ones defined under Annex 12, Technical environment, section e) (Unix Servers), page 99/135. Please confirm that our understanding is correct.

A10: a) Your understanding is correct.

b) The main technologies/tools/servers associated with Lot 1 are the ones used by the applications covered by lot 1 as presented in Annex 11, complemented by the ones defined in Annex 12, Technical environment, section f).

Please note also that the administrative applications (administrative information systems) under Lot 1 are not a part of the "office automation systems".

c) The main technologies/tools/servers associated with Lots 2 and 3 are the ones used by the applications covered by lots 2 and 3 as presented in Annex 11, complemented by the ones defined in Annex 12, Technical environment, section e).

Q11: Specifications, Annex 8

"2. A submitted PARF should be relevant to the subject of the given lot. Projects or activities that do not conform will be eliminated."

Additional information n°2, answer to question n°4.

"e) Comparable technical environment is a technical environment comparable to the one described in Annex 11 (description of the technical environment of the applications concerned) and in Annex 12 (description of the technical environment of the Publications Office). The

PARFs shall demonstrate experience in the technologies and in the equipment relevant for the given lot."

Questions:

After reading: carefully the tender specifications as well as the additional clarifications provided the Publications Office; we are still not able to conceive the exact requirements that need to be covered by the PARFs to be provided for this selection criterion. Since the selection criteria must be clear and unambiguous, we kindly ask you to reply to our following questions by avoiding referring to other clarifications already provided or to refer to what is already described in the Tender specifications since they do not give us a clear indication on the exact requirements that should be covered.

- a) The applications, relevant to each given lot are described in Annex 11. Further more in Annex 12 there is a description of the technical environment of the Publications Office. To this extend it is not very clear to us what technologies and equipment the PARFs of each lot should include in order to fulfil the requirements as stated in the Specifications, Could you please elaborate on the technologies and equipment relevant for each given lot mentioned above?
- b) Can you please define the exact requirements in terms of tools and technologies that need to be covered by the PARFs of each lot?
- c) Our understanding is that a project that has been executed for the Publications Office will be considered as an eligible PARF as far as the requirement for the "*comparable technical environment*" is concerned. Please confirm that our understanding is correct.
- d) Our understanding is that a project will be considered as being executed in a "*comparable technical environment*" in-case that it involves some of the technologies/tools/infrastructure described in Annexes 11 and 12 of the Tender Specifications. Please confirm that our understanding is correct or elaborate if not.

A11: a+b) See above: answer to question n° 10.

c+d) If you take into account that the technical environment is different for the different lots/applications, and this is considered where the eligibility of the PARFs is evaluated, your understanding is correct.

Q12: Specifications, Annex 11 and 12

Questions:

According to our understanding Tenderers are requested to provide all the infrastructure required to maintain the IT applications described under Annex 11. However, there is not clear mapping of the tools, technologies and infrastructure between Annex 11 and Annex 12. Please provide a distinction between the technologies/tools/servers associated with each individual Lot in order to have a clear understanding of what should be expected to; be delivered under each individual lot. Please avoid to refer to other

clarifications already provided or to refer to what is already described in the Tender specifications since they do not give us a clear indication on the exact requirements.

A12: See above answer to question n° 10.

Q13: Specifications, Annex 11 and 12

Questions:

It is our understanding that during the take-over period the Tenderer will have to establish for each individual Lot (i.e. Lot 1, 2 and 3) a development environment that will be similar to the ones described in Annex 11. Therefore, we are kindly requesting the Publications Office to:

- a) Confirm the accuracy of the provided information and indicate any missing technologies/tools/servers associated with each individual system (if applicable).
- b) Indicate whether new development of new applications will be on the same technologies as the ones used by the current systems (described in Annex 11) under each individual Lot. In other words, we would like to know whether it is possible to mix at the application level Windows with UNIX servers.

A13: a) The Specifications contains the information valid at the moment when the call for tenders was launched.

b) New developments of the new applications shall follow the rules defined in the Specifications, and shall comply with the technical environment and standard operating procedure of the Publications Office.

Q14: Specifications, Annex 11 and 12

Questions:

It is our understanding that the PARFs to be provided under Lot 1 should not be limited to SUN OS Solaris 9, Oracle 9i and 10g and ColdFusion 8 technologies. A PARF that involves technologies/tools/servers defined under Annex 12, Technical environment, section f) - Windows Servers (page 100/135) will be considered as acceptable. Please avoid to refer to other clarifications already provided or to refer to what is already described in the Tender specifications since they do not give us a clear indication on the exact requirements.

A14: Technologies/tools/servers associated with Lot 1 (the ones used by the applications covered by lot 1 as presented in Annex 11), complemented by the ones defined in Annex 12, Technical environment, section f) shall be used for the PARF to be considered acceptable.

Please be reminded that the other requirements concerning the PARFs as defined in point 2.6.2.2. of the Specifications shall also be fulfilled, for the PARF to be considered acceptable.

Q15: Specifications, Annex 8

"Annex: Project plan with all project phases and resources involved"

Questions:

- a) Our understanding is that Tenderers are allowed to provide as PARFs projects which were implemented on a Time and Means basis. Please confirm that our understanding is correct.
- b) In case of Time and Means projects the Client asks for a specific number of man-days to be executed by the Contractor's staff and it undertakes the planning and the allocation of project tasks for project execution. In such mode or execution, the only plan that is available to the Contractor is the Time Sheets of the experts allocated to the project which, demonstrate the number of days executed by each expert during each month of the project. According to our understanding the provision of such Time Sheets will be accepted as evidence of the project plan followed for the execution of Time and Means projects. Please confirm our understanding or elaborate in detail if not.

A15: a) Yes, see above, answer to question n°7.

- b) It is up to the tenderer to decide in which form *"Project plan with all projects and resources involved"* will be presented.

Q16:

- a) Our understanding is that Tenderers will be required to set up and maintain during the execution of the envisaged contract a technical environment consisting of a development, a testing and a pre-production environment. Please confirm that our understanding is correct or elaborate if not.
- b) Can you please confirm whether the Contractor will be expected to set up all the necessary infrastructure during the take-over of the Contract?
- c) Can you please elaborate how the future needs in terms of technical infrastructure will be covered in the frame of the development of new applications? For example, it may be the case that during the execution of the contract the Publications Office requests a development of a new application which requires the installation of technical equipment or tools which were not been previously used for the maintenance of the existing applications. In such a case will the Publications Office request the installation and setting-up of such tools in the frame of the Specific Order to be issued? Please elaborate.
- d) Can you please clarify in detail the minimum requirements of for the technical infrastructure to be set by the Contractor?

A16: a) Your understanding is correct.

b) Yes. Please bear in mind that the *"information on working environment setting-up"* shall be provided as a part of the tenderer's proposal for a take-over.

c) In the case as described in the question the Contractor may include related costs in its proposal to be submitted in accordance with article L4 of the Draft Contract.

d) It is up to the tenderer to decide what kind of technical infrastructure he is going to set-up for the execution of the contract.

Q17: Specification, point 3.3

"4. Where, in a bid, the value of the subcontracting which is to be executed by a subcontractor is equal to or exceeds 20% of the value of the contract, the subcontractor must provide the documents related to the economic and financial capacity as specified in point 2.6."

Specifications, footnote n°3 on page 16

"In case of a consortium one "Short description ..." of 5 pages per consortium shall be provided. In case of a sub-contracting the 5 pages limit applies to the tenderer and all its sub-contractors."

Questions:

Could you please indicate how many pages are allowed for the document *"Short description of the tenderer's economic activity"* in the case of sub-contractor for more than 20%?

A17: Irrespectively of the size of the subcontracting the maximum size of the document in question as set out in footnote n°3 on page 16 shall be respected.

Q18: Specifications, chapter 3

Are (a) PARFs and (b) Best Practice documents to be provided for the Tenderer and also for sub-contractor acting for more than 20%, or only for the Tenderer with eventually a subset coming from the sub-contractor?

A18: a) Irrespectively of the size of the subcontracting the provisions of point 3.3.5 of the Specifications apply.

"With regard to the technical and professional capacities, the subcontractor has to submit the documents (PARFs) concerning the services he or she is proposed to perform."

b) The Best Practice documents may be provided for the Tenderer only.

Q19: Specifications, Annex 8

"8. A PARF consists of three pages (all the pages shall be completed) plus the project plan of maximum 3 pages. Adding of supplementary pages is not permitted"

When using real project plans and their related Gantt charts, the level of details of the documents is too high and so they do not fit into the required 3 project plan pages per PARF. On the other hand, the level of details of the documents demonstrate the capacity of the tenderer to manage the good realization of software projects.

Is it therefore acceptable to provide you with a limited version of these documents (in other words, a summary) so they fit the 3 pages requirement? If not, is it acceptable to provide only the first detailed pages of the Project Plan and its Gantt chart, or could we provide you with more than 3 project plan pages?

A19: The page limit has to be respected.

See above, answer to question n°15, b).

Q20: Specifications, point 4.3.1

"Working languages - English and French"

Questions:

a) What is the minimal required level of French language skills (e.g. fluent, intermediate, basic, none etc.) in writing, reading, comprehensions speaking for the following roles:

- Project Manager (PRO-MAN);
- Technical Consultant (TEC-CONS);
- Analyst Programmer (ANA-PROG);
- Information Systems Trainer (INF-SYS-TRAI);
- Information System End User Support (INF-SYS-END-USE-SUP).

b) Is there any customer documentation applicable to lot 1 and lot 3 that is available only in the French language?

A20: a) There is no minimal required level of French language skills for this call for tenders. Nevertheless, please note that if the knowledge of this language is declared with regards to the proposed human resources, then it may be required to work in this language.

See also above: answer to question n° 9.

b) Yes, there is.

Q21: According to tender materials there are no separate roles for analysis and programming tasks, Does ANA-PROG role imply that the same person should be capable to execute both analysis and programming tasks, or ANA-PROG workload can be split among several persons that covers either analyst or development roles?

A21: See above, answer to question n°5.

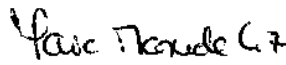
We would also like to inform the tenderers, that the link:

- to the Financial Identification Form provided in point 2.4 and in Annex 2A of the Specifications has been updated. The form in question is now available at the following Internet address:

http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_en.cfm

- to the Legal Entity Form provided in point 2.4 and in Annex 2B of the Specifications has been updated. The form in question is now available at the following Internet address:

http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm


Maria Manuela CRUZ
Head of Unit