



Resources Directorate
Calls for Tender & Contracts Unit

Luxembourg, 13 JUIN 2012
op.r.2 (2012) save No. 772 690 / ARES
Ref.: AB - AO 10372 - Additional information No. 2

FAX + E-MAIL

Subject: Invitation to Tender No. 10372
"Computing services – Software development, maintenance and related services for the Documentum platform"
Additional information No. 2

Ref: Requests for additional information [ARES: 665 560, 665 733 and 683 470]

Dear Madam/Sir,

Following our receipt of questions from the Tenderers concerning the above-mentioned Invitation to Tender, please note the following:

Q1 *Specifications, Section 2.2 Form and content of the tender, page 9/91:*
"Please pay attention to the fact, that the tender shall be signed by a person or persons who is/are entitled to represent the economic operator in accordance with its articles of association and/ or extract from the commercial register, or by a person(s) who received power of attorney to do so from (a) person(s) who is/are mentioned in those documents."

Question:

Could you please specify if the whole offer should be signed on each page separately or only where necessary (i.e. a signed cover letter and only specific declarations, forms, annexes which require a signature, etc)? If the whole offer should be signed on each page could you please specify whether a full name signature is required or just the initials of our legal representatives, and if electronic initials are allowed?

A1 The offer has to be signed where necessary.



Q2 *Specifications, Section 1.2 Nature of the Contract, page 5 of 91:*

"Other additional services related to the scope of the Contract for lot 1 but not listed in the point 4 may be required and will be the subject of specific requests. If the need for other additional services arises during the execution of the project, the provisions of Article I.4 of the Framework Contract and other rules concerning payment and contract implementation apply by analogy.

The value of additional services per lot may not exceed the value of 10% (ten per cent) of the value of services foreseen per lot. It will be calculated automatically (see Estimation form)."

Questions:

It is our understanding that additional services may be asked for both Lot 1 and Lot 2. Please confirm.

A2 *As already mentioned in the Specifications additional services may be asked for lot 1 only.*

Q3 *Specifications, Section 2.6.1.2 Evaluation of the financial and economic capacity, Page 15 of 91:*

"The minimum level of the turnover is the following: the amount representing the estimated volume of the Contract for one year (for all the relevant lots) must not exceed..."

And

Specifications, Section 1.2 Nature of the contract, Page 5 of 91, "The estimated volume of the Contracts is 4,598,000 euro (including takeover / handover) over a maximal period of four [4] years and four [4] months"

Questions:

*It is our understanding that the estimated volume of the contract for one year is $(4,598,000/52)*12 = 1,061,077$ EUR. Please confirm our understanding.*

A3 *The estimated volume of the contract for one year:*

- for lot 1 is $(4,114,000/52)*12 \approx 949,385$ EUR,*
- for lot 2 is $(484,000/52)*12 \approx 111,692$ EUR.*

Q4 *Specifications, Section 2.6.2.2 Evaluation of the technical and professional capacity, Page 17 of 91*

"For lot 2, to be accepted, a PARF must include:

- actually executed tasks related to provision of user assistance, follow-up of production systems, incident management, training and reporting similar to those covered by lot 2 in a technical environment comparable to the one of the Publications Office, as described in Annex 14 ..."*

Questions:

- a)** *It is our understanding that PARFs that are eligible for Lot 2 are not limited to projects that concern the provision of the requested services in systems based on Documentum platform. Moreover, in*

order for a PARF to be eligible for Lot 2 it is not mandatory to cover any particular technology. Please confirm our understanding.

- b) It is our understanding that PARFs incorporating the above services offered both off-site and on-site are eligible. Please confirm our understanding.
- c) It is our understanding that a “technical environment comparable to the one of the Publications Office, as described in Annex 14” is a technical environment of the same size and complexity. Please confirm our understanding or elaborate.

A4 a) Your understanding is correct.

- b) As PARFs concerning lot 2 shall demonstrate Tenderer's know-how and experience similar to the tasks covered by lot 2, then only PARFs demonstrating on-site services are eligible.
- c) Technical environment comparable to the one of the Publications Office, as described in Annex 14 is a technical environment of the same size, complexity and technologies applied.

Q5 *Specifications, Section 2.6.2.2 Evaluation of the technical and professional capacity, Page 17 of 91:*

“For lot 2, to be accepted, a PARF must include:

- *at least 100 relevant man-days of INF-SYS-END-USE-SUP*

To pass this stage all the accepted PARFs shall altogether cover:

- a) at least 200 relevant man-days*
- b) all the services which may be requested”*

and

Specifications, Section 4.6 Tasks to be performed under lot 2, page 54 of 91:

“The services to be provided under lot 2 are:

S1 End user support to the Publications Office regarding management of the systems based on the Documentum platform.

Other related services that may be requested are:

S2 Follow-up of the different interfaces of the production systems with other applications;

S3 Incident Management: the Office uses JIRA as a standard ticketing system ...

S4 Support for user acceptance testing and troubleshooting;

S5 Administrative and Production reporting. The Publications Office currently uses Business Objects (BO)...

S6 Training.”

Questions:

- a)** *It is our understanding that the services to be covered by Lot 2 PARFs are the following:*

S1: End user support;

S2: Follow-up of development;

S3: Incident management;

S4: Support for user acceptance testing and troubleshooting;

S5: Production and maintenance of system reports;

S6: Training.

Our understanding is that services provided by profiles S1 – S6 in previous projects (as described in PARFs), are not related to specific technologies/ tools. Please confirm our understanding.

b) Could you please elaborate on the “S2 Follow-up of the different interfaces of the production systems with other applications;” service that may be requested under lot 2? How should this service be covered by Lot 2 PARFs?

A5 a) Your understanding is **not** correct, as it modifies the list of the services covered by lot 2. The services covered by lot 2 are those set out on page 54 of the Specifications.

Your understanding that services provided by profiles S1 – S6 in previous projects (as described in PARFs), are not related to specific technologies/ tools is **correct**.

b) The follow-up of the different interfaces of the production systems with other applications consists in the daily monitoring of the production, using tools and user interfaces available at the Publication Office. This also consists in identifying any bottleneck or weak point that may slow down or stop the daily flow of the data through the different systems. In case of problem, this also consists in the investigation of the issue, supporting the users for finding workaround and alternative working procedure until the problem is solved. Finally this consists in supporting the user for recycling production data which has been blocked or rejected as well as in dealing with any backlog resultant from the problematic period.

Q6 *Specifications, Section 2.6.2.2. Evaluation of the technical and professional capacity, Page 16 of 91: “1. The submitted PARFs have to fulfil the requirements defined below and in Annex 7.”*

Question:

Our understanding is that “Annex 8” is meant instead of “Annex 7”. Please confirm.

A6 Yes, we confirm. The point should read:

“1. The submitted PARFs have to fulfil the requirements defined below and in Annex 8.”

Q7 *Specifications, Section 2.6.2.2 Evaluation of the technical and professional capacity, page 16 of 91: “To pass the selection phase ... 2. The submitted CVs have to fulfill the requirements defined below and in Annexes 9 and 10.”*

and

Specifications, Section 2.6.2.2 Evaluation of the technical and professional capacity, page 18 of 91: “Please note that only the staff whose CV is accepted during the evaluation can perform tasks related to provision of services during the execution of the contract. The contractor will be

informed about which CVs have been accepted together with the notification of the results of the tender. The human resources proposed by the contractor as part of its offer (composition of the team) must be available at the beginning of services' provision (beginning of the takeover).

Staff changes can be made only in accordance with point 4.4.2.7"

Questions:

- a) Our understanding is that the CVs to be provided by the Tenderers are binding and that non conformance of a CV with requirements constitutes grounds for rejection of the Candidate from the procedure. Please confirm our understanding.
- b) If our understanding is correct, we conclude that the procedure described in the quoted part of page 18/91 cannot be applied during the Tendering phase. In this case could you please elaborate on the situation in which the above procedure will take place?

A7 a) Your understanding is correct.

b) The procedure will take place during the execution of the contract.

Q8 *Specifications, Section 4.5.2 Contract monitoring and meetings, page 44 of 91: "The contractor shall designate a Project Leader (PL) who will have an overall responsibility for the execution of the contract."*

Specifications, Section 10 HUMAN RESOURCES FOR THE EXECUTION OF THE TASKS, page 84 of 91

"The following table defines the profiles as well as the number of CVs that have to be provided for each profile in order to evaluate the technical capacity of the Tenderer:

Lot 1:

<i>Profiles required (Code)</i>	<i>Number of CVs to be provided</i>
<i>Project Manager (PRO-MAN)</i>	<i>2</i>
<i>Technical Consultant (TEC-CONS)</i>	<i>2</i>
<i>Analyst Programmer (ANA-PROG)</i>	<i>7</i>
<i>Information Systems Trainer (INF-SYS-TRAI)</i>	<i>1</i>

Lot 2:

<i>Profiles required (Code)</i>	<i>Number of CVs to be provided</i>
<i>Information System End User Support (INF-SYS-END-USE-SUP)</i>	<i>2</i>

"

Questions:

Our understanding is that Tenderers do not need to name the Project Leader and provide his/her CV. Please confirm our understanding.

A8 Project Leader and Project Manager (PRO-MAN) shall be the same person.

Q9 *Specifications, Section 2.7.2 Evaluation of the technical award criteria, page 21 of 91: "1. Overall quality and relevance of the Tenderer's response (concise, clear, well structured).
Maximum number of points: 6
Threshold: 3"*

Questions:

Could you please specify the exact evaluation methodology and metrics that will be used by the evaluators to evaluate the tenders in relation to the above criterion?

A9 *This award criterion refers to the evaluation of the **overall quality and relevance** of the Tenderer's response to this Call for tenders, i.e. conciseness, clarity and structure.*

Q10 *Contract Notice, Section IV: Procedure, page 4/5: "Language(s) in which tenders or requests to participate may be drawn up - Any EU official language."*

and

Invitation to tender No. 10372, page 2.4: "Tenders must be sent in triplicate in recto-verso if possible, in one of the official languages of the European Union."

and

Specifications, Annex 8 Questionnaire regarding the selection criteria - PARFs, page 73 of 91 - "8. A PARF consists of three pages (all the pages shall be completed) plus the project plan of maximum 3 pages plus a reference letter. Adding of supplementary pages is not permitted."

Questions:

The reference letters are not prepared by Tenderers for the purpose of a specific call for tenders. They are issued by clients as evidence of good execution of a project or task. On these grounds our understanding is that:

- a) there is no particular requirement for the content of the reference letters;*
- b) there are no particular requirements regarding the template of the reference letter;*
- c) if a reference letter is not written in English but in another EU official language, the reference letter will be accepted as is and no translation in English will be required;*
- d) no page limitation as regards reference letters applies.*

Please, confirm our understanding.

A10 *a) The reference letter shall confirm a proper execution of the PARF.
b-d) Your understanding is correct.*

Q11 *Specifications, Annex 8 Questionnaire regarding the selection criteria – PARFs, page 73 of 91: “7. 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:

Certain contracting authorities implement their projects using different budget lines over the lifecycle of the project (e.g. development, deployment and support of a single information system). A single IS can be developed / maintained through different specific contracts under the same or different framework contracts. Our understanding is that in such cases, a project has to be presented in a single PARF (namely that the various specific contracts cannot be presented as more than one PARF). Please confirm our understanding.

A11 *In the situation as described in the question one PARF per project shall be presented.*

Q12 *Specifications, Annex 8 Questionnaire regarding the selection criteria – PARFs, page 73 of 91: “2. A submitted PARF should be relevant to the subject of the given lot. Projects or activities that do not conform will be eliminated.”*

and

Specifications, section 2.6.2.2 Evaluation of the technical and professional capacity, page 17 of 91: “Requirements concerning PARFs.”

Questions:

Our understanding is that in order for a PARF to be eligible it is sufficient to cover the requirements of section 2.6.2.2. Please confirm our understanding.

A12 *PARF should conform to the requirements of point 2.6.2.2 and Annex 8.*

Q13 *Specifications, Annex 10 Human resources for the execution of the tasks, CVs description, Page 85 of 91: “Languages – Good knowledge of English and French...”*

Questions:

It is our understanding that good knowledge of a language is equivalent to at least B1 level (independent user, see:

<http://europass.cedefop.europa.eu/en/home>).

Please confirm.

A13 *There is no conversion rate between the Common European Framework of Reference for Languages and linguistic requirements related to the profile. It is up to the Tenderers to demonstrate the linguistic knowledge of the proposed persons.*

Q14 *Specifications, Section 4.4.2.11 Languages of the project, page 41 of 91:*
"The contractor shall make sure that for the profiles PRO-MAN and TEC-CONS he is able to ensure the communication in both languages, English and French."

and

Specifications, Annex 10 Human resources for the execution of the tasks, page 88 of 91 - "Information System End User Support - INF-SYS-END-USE-SUP, Languages - Good knowledge of English and French"

Questions:

It is our understanding that the quoted part of the page 41 should be modified to "The contractor shall make sure that for the profiles PRO-MAN, TEC-CONS and INF-SYS-END-USE-SUP he is able to ensure the communication in both languages, English and French."

Please confirm.

A14 Yes, we confirm.

Q15 *Specifications, Annex 10 - Human resources for the execution of the tasks, page 85/91: "Knowledge and skills - Good knowledge ... Excellent knowledge..."*

Questions:

Our understanding is that "Good Knowledge" and "Excellent Knowledge" do not correspond to a specific number of months of experience with the technologies. Please confirm or else please clarify.

A15 It is up to the Tenderers to demonstrate the knowledge of the proposed persons. There is no conversion rate between the minimum number of months' experience and the terms "good knowledge" and "excellent knowledge".

Q16 *Specifications, Annex 10 - Human resources for the execution of the tasks - Project Manager-PRO-MAN, page 86 of 91, "Experience - Proven experience with quality procedures."*

Questions:

Our understanding is that the participation of an employee in a project as Project Manager dealing with tasks such as quality planning, quality assurance, etc., is adequate to prove experience with quality procedures. Please confirm our understanding.

A16 Your understanding is correct.

Q17 Specifications, Annex 9 CV forms, CV Experience page, page 82 of 91:
"Please inform (by numbering in descending order) which type of services covered by this project/ activity, the employee was involved in (1 - highest involvement, 2 - second highest involvement ... 6 - lowest involvement etc.)"

Questions:

- a) Our understanding is that a project/activity does not need to cover all types of services mentioned in the specifications. Please confirm our understanding.
- b) If our understanding is correct and in case an employee has not delivered some of these services, should the numbering for those be "6" or should the box(es) be left blank?

A17 a) Your understanding is correct. The projects/activities experience of the employee does not have to cover all types of services mentioned in the Specifications.

b) The number 6 should read "6 - no experience".

In case an employee has not delivered some of these services, the numbering should be "6" (no experience).

Q18 Specifications, Annex 10 - Human resources for the execution of the tasks, CVs description, page 86 of 91: "Analyst Programmer - ANA-PROG: Experience: Three (3) years in total of programming experience in one of the structured programming languages"
and

Specifications, Annex 10 - Human resources for the execution of the tasks, CVs description, page 80 of 91: "Programming languages/Scripting/Querying

1	C, C++
2	JAVA
3	JSP, ASP, PHP
4	PERL
5	PL/SQL

"

Questions:

Our understanding is that the experience in any of the above programming languages is sufficient to cover the requirement related to experience in structured programming languages. Please confirm.

A18 The experience in any **structured** programming language is sufficient to cover this requirement. An experience in any **Object Oriented** programming language will be an asset.

Q19 *Specifications, Section 4.5.3.1 Takeover, page 44 of 91: " a 4-month takeover period of PlanJO and PlanDD applications immediately after the entry into force of the Contract so that the contractor is ready to provide the requested services as of 01/03/2013;*

2-month takeover period of PlanPubli and PrestPubli applications so that the contractor is ready to provide the requested services as of 01/07/2013 at the latest. The takeover shall take place between 01/03/2013 and 30/06/2013."

Questions:

- a) Is it acceptable to propose a shorter duration for the takeover period?*
- b) If the answer to the above question is yes, will a shorter duration of the takeover period have a positive impact on the evaluation of the tender and how?*

A19 a) No.

b) Not applicable.

Q20 *Specifications, Annex 8 Questionnaire regarding the selection criteria PARFs, page 74 of 91: "Principal location for execution of this project/activity:*

- Tenderer's premises*
- Client's premises*
- other:"*

Questions:

Our understanding is that the Principal location of a project does not affect the acceptance of the PARF. Please confirm our understanding.

A20 For lot 1 your understanding is correct.

For lot 2 your understanding is not correct. See answer A4 b) above.

Q21 *Specifications, Annex 8 Questionnaire regarding the selection criteria PARFs, page 75 of 91: "Description (objectives, executed tasks, main functions developed, data volume, etc.)"*

Questions:

Since the list of elements in parenthesis is not exhaustive, could you please clarify whether there are any other aspects that should be included in the PARF?

A21 It is up to the Tenderers to decide what kind of information, apart the elements under brackets, they will include under "Description of the project/activity" on page 2 out of 3 of PARF.

Q22 *Specifications, Annex 10 Human resources for the execution of the tasks, page 86 of 91: "Analyst Programmer - ANA-PROG - Education: documented higher education of at least two (2) years after GCE A-Level in a subject relevant to the profile."*

and

Specifications, Annex 10 Human resources for the execution of the tasks, page 87 of 91: "Information Systems Trainer - INF-SYS-TRAI - Education: documented higher education of at least two (2) years after GCE A-Level in a subject relevant to the profile."

Questions:

- a) Could you please clarify what you mean by "a subject relevant to the profile" in each case?*
- b) Our understanding is that a candidate with a university degree in Physics, Mathematics, etc. with professional experience in programming will be eligible for the Analyst Programmer profile.*

We also understand that a candidate with university studies in Physics, Mathematics, etc. with professional experience in training on information systems will be eligible for the Information Systems Trainer profile.

Please, confirm our understanding.

- A22** *a) A degree in computer science delivered by a University is considered as relevant. Subsequently, a degree in geography is, for example, not relevant.*
- b) Your understanding is not correct. See answer A22 a) above.*

Q23 *Specifications, Section 4.4.1 Definitions, page 34 of 91 "Service Level Agreement (SLA) - A document agreed between the parties based on the specifications and the offer of the contractor, laying down amongst others the quality of the services in the form of Key Performance Indicators (KPIs) and the consequences if the KPIs are not met."*

and

Framework Service Contract - Article I.12 - LIQUIDATED DAMAGES

Questions:

- a) Are there any "consequences" other than penalties as indicated in article I.12 of the Draft Framework Contract?*
- b) Are there any mandatory requirements that shall be covered in the SLA document?*

A23 *a) Application of liquidated damages and/or termination of the contract are the consequences of not meeting the KPIs.*

b) See: Specifications, point 2.7.1 and 4.5.5.

Q24 *Specifications, Section 2.6.2.2 Evaluation of the technical and professional capacity, page 18 of 91: “ • The provided CVs have to demonstrate the technical skills and experience of the Tenderer's staff in providing services as described in point 4, in a technical environment comparable to the one as described in Annex 14 (description of the technical environment of the Publications Office) and in Annex 13 (description of the technical environment of the PlanJO, PlanDD, PlanPubli and PrestPubli applications)”.*

Questions:

Could you please clarify how should Tenderers cover the above quoted requirement regarding the comparable environments?

A24 *It is up to the Tenderers to decide how they are going to cover the requirements regarding the comparable environments.*

See also answer A4 c) above.

Q25 *Specifications, Section 2.7.1 Documents to provide concerning the technical award criteria, page 20 of 91: “A document presenting Tenderer's proposal for a service level agreement (SLA).*

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

- Methods for KPIs follow-up and additional KPIs (if any) to those already proposed in point 4.5.5.2”*
- and Specifications, Section 4.5.5.2 Key Performance Indicators (KPIs)*

Questions:

- a) We understand that offering stricter values for KPIs than those specified in the tender specifications, will have a positive impact on the score to award criterion 6 (proposal for a Service Level Agreement). Please confirm.*
- b) We understand that specifying additional KPIs over those specified in the tender specifications will have a positive impact on the score to award criterion 6. Please confirm.*
- c) If the answer to either of the above questions is yes, please provide details of the algorithm that you will use to score responses to award criterion 6.*

A25 *a), b) The added value, if any, will have an impact on the score. See also point 2.7.2. of the Specifications.*

c) See table on page 21 of the Specifications.

Q26 *Specifications, Annex 8 Questionnaire regarding the selection criteria – PARFs, page 73 of 91: “8. A PARF consists of three pages (all the pages shall be completed) plus the project plan of maximum 3 pages plus a reference letter. Adding of supplementary pages is not permitted.”*

Questions:

Please clarify the information that Tenderers are expected to provide in the project plan. It is our understanding that a textual description of project phases (work packages with start and end dates, deliverables and delivery dates) and resources/profiles involved in the

implementation of each work package would be sufficient. Please confirm our understanding.

A26 Your understanding is correct.

Q27 Specifications, Section 2.6.2.1 Documents to provide concerning the technical and professional capacity of the Tenderer, page 16 of 91: "Set of Best Practice Documents"
and
Specifications, Annex 12 Best Practice Documents, Page 91 of 91 - "

Code	Type of documentation	1	2
DOC-SYS-REQ	System requirements	x	
DOC-DET-DES	Detailed design	x	
DOC-SOF-SPE	Software specification	x	
DOC-TES-PLA	Test plan	x	
DOC-USE-MAN	User manual	x	x
DOC-INS-MAN	Installation manual	x	
DOC-EXP-OPE	Operation manual	x	x
DOC-PRO-REP	Project progress report	x	x
DOC-QUA-PLA	Quality assurance plan	x	

Questions:

We understand that the same document can be used for several lots. Please confirm.

A27 Your understanding is correct

Q28 Specifications, Section 2.7.1 Documents to provide concerning the technical award criteria, page 19-20/91: "A document of maximum 10 pages, ... presenting the Tenderer's proposal for a takeover and a handover of PlanJO and PlanDD applications

...
A document of maximum 5 pages, ... presenting the Tenderer's proposal for a takeover and a handover of PlanPubli and PrestPubli applications."

and

Specifications, Section 2.7.2 Evaluation of the technical award criteria, page 21/91:

"

No	Technical Award Criteria	Maximum number of points	Threshold
3	Quality and relevance of the Tenderer's proposal for takeover phase with regard to PlanJO and PlanDD	7	4
4	Quality and relevance of the Tenderer's proposal for takeover phase with regard to PlanPubli and PrestPubli	7	4
5	Quality and relevance of the Tenderer's proposal for a handover phase with regard to all applications.	6	3

Questions:

- a) Please provide us with a clear cross reference of technical award criteria and documents to be provided concerning technical award criteria.
- b) How are you going to evaluate responses to each particular "bullet point heading" as listed for each requested document under section 2.7.1.?
- c) Please provide weighting factors for each bullet point heading.

A28 a)

- The award criterion No. 3 will be evaluated on the basis of the Tenderer's proposal for a takeover and handover of PlanJO and Plan DD.
- The award criterion No. 4 will be evaluated on the basis of the Tenderer's proposal for a takeover and handover of PlanPubli and PrestPubli.
- The award criterion No. 5 will be evaluated on the basis of:
 - the Tenderer's proposal for a takeover and handover of PlanJO and Plan DD.
 - the Tenderer's proposal for a takeover and handover of PlanPubli and PrestPubli.

Please note that the bullets:

- Information on working environment setting-up;
- Information concerning familiarisation of the Tenderer's staff with the applications concerned

apply only to the takeover proposals.

b), c) See table on page 21 of the Specifications.

Q29 Annex 8, Questionnaire regarding the selection criteria – PARFs, page 74/91: "Total value of the project executed during the period 25/06/2009 – deadline for the submission of tenders: EUR

Value of the related services executed by the Tenderer during the period 25/06/2009 – deadline for the submission of tenders: EUR

Total number of man-days/ Number of man-days provided by Tenderer's own technical staff per profile (during the period 2009–2012):"

	Total number of man-days	Number of man-days provided by Tenderer
PRO-MAN		
TEC-CONS		
ANA-PROG		
INF-SYS-TRAI		
INF-SYS-END-USE-SUP		

Questions:

- a) *Our understanding is that the total value of the project refers to the project budget independently of the profiles involved in the provision of services while the value of the related services refers to provision of services by profiles PRO-MAN, TEC-CONS, ANA-PROG, INF-SYS-TRAI, INF-SYS-END-USE-SUP. Please confirm our understanding.*
- b) *Our understanding is that the number of man-days only for the profiles as in the above table should be provided; no other profiles need to be mentioned. Please confirm our understanding.*
- c) *Our understanding is that if the profiles involved in the project have a different designation than those as in the above table but the services provided are equivalent, a matching between the profiles may be done . Please confirm our understanding.*
- d) *Do Tenderers have to provide the number of man-days during the period 2009–2012 as requested in the project reference form or during the period 25/06/2009–2012?*

A29 a–c) Your understanding is correct.

- d) *Tenderers have to provide the number of man-days during the period 25/06/2009 – deadline for the submission of call for tenders 10372.*

Q30 *Annex 8, Questionnaire regarding the selection criteria – PARFs, page 75/91: “Explain the relevance of this project with regards to the various services (Sx):*

- ☐ *LOT1-S1*
- ☐ *LOT1-S2*
- ☐ *LOT1-S3*
- ☐ *LOT1-S4*
- ☐ *LOT1-S5*
- ☐ *LOT1-S6*
- ☐ *LOT1-S7*
- ☐ *LOT1-S8*
- ☐ *LOT1-S9*
- ☐ *LOT1-S10*
- ☐ *LOT1-S11*

- ☐ *LOT2-S1*
- ☐ *LOT2-S2*
- ☐ *LOT2-S3*
- ☐ *LOT2-S4*
- ☐ *LOT2-S5*
- ☐ *LOT2-S6*”

Questions:

Our understanding is that if a project reference will be given only for one Lot, the Tenderer doesn't need to fill in the respective fields for both Lots. Please confirm.

A30 Your understanding is correct.

Q31 *Annex 9, CV Forms, page 80/91:*

1	C, C++				
...	...				
5	PL/SQL				
6					
7	XSL-T				

Questions:

Could you please specify the Programming languages/ Scripting/ Querying at No 6?

A31 The Tenderers do not have to fill in the field No. 6 in the table above.

Q32 *Specifications, Annex 9, CV forms, page 77/91 – “Each CV consists of:
 – one CV front page;*

...

*– **at least** two CV experience pages. ”*

Question:

Our understanding is that if a CV experience entry does not fit in a single page, the Tenderer may use a second page and that the extra page does not need to be numbered. Please confirm.

A32 The experience page shall fit the layout as presented on pages 82-83 of the Specifications.

One CV projects/activities experience shall fit in two pages. The Tenderer may add additional pages in case of additional projects/activities experiences. The pages of the whole CV shall be numbered sequentially.

Q33 *After studying the Technical Environment and Standard Operating Procedures of the Publications Office, please clarify the following:*

- a) Can we assume the Documentum instance(s) involved are following all the procedures in terms of distributed architecture (ex. federation, distributed content servers), high availability, etc.?*
- b) Please provide a list with all Documentum modules installed other than WebTop (ex. Web Content Server, TaskSpace, DTS, RM, xCP, BAM).*
- c) Please provide us with the version of all Documentum modules and RDBMS version (ex. application server, content server, etc.).*
- d) Please provide additional information about any scanning module involved (if any). Should such module exist, do you also need upgrading this module?*
- e) Please provide us with the total number of users accessing Documentum applications.*

- f) Please provide us with your current data volume (ex. number of documents from the repository).*
- g) What is the level of customization for the applications (ex. TBO, Java classes, WDK customizations)?*
- h) Can there be taken into consideration the fresh install of Documentum final version and migration of data from the old platform?*
- i) Apart for the integrations already existing are there any additional integration requirements you foresee?*
Will the successful bidder be in charge with upgrading the middleware components outside the Documentum platform?
- j) What is the maximum period of time in which the resource involved in the project must be on-site?*
- k) For Lot 2, do we need to upgrade Documentum's licenses on our expense, or just installation and configuration?*

A33

- a) The Documentum instance(s) involved:
 - do not follow all the procedures in terms of distributed architecture,
 - follow all the procedures in terms of high availability.
- b) See annexed document "AO_10372_Clarif_2_Annex_Documentum_modules_and_versions.xls".
- c) For Documentum modules - see annexed document "AO_10372_Clarif_2_Annex_Documentum_modules_and_versions.xls".
For RDBMS version - see Technical Annex 13 to the Specifications.
- d) Scanning module is not involved.
- e) There are around 100 users per application. See also Technical Annex 13 to the Specifications.
- f) See Technical Annex 13 to the Specifications.
- g) The level of customization for PlanPubli and PrestPubli applications is high; for PlanJO and PlanDD applications is medium.
- h) The current version of Documentum platform installed at the Publications Office which supports the custom applications developed on top of it is Documentum version 6 (v6).
The upgrade of the current Documentum platform (v6) to new releases (for example v7) is within the scope of the contract.
- i) Yes, there are additional integration requirements. IT systems and infrastructure of the Publications Office evolve and are improved regularly. New projects may come during the contract duration, requiring implementation of new features and integration with other existing or new systems.
The successful bidder will not be in charge of upgrading the middleware components outside the Documentum platform.

- j) See the estimations provided in Annex 1 "Price schedule and Estimation form" to the Specifications.
- k) Lot 2 is related to onsite support and activities using Publications Office's Documentum instances & licenses.

Q34 *Related to Technical Specifications item 4.5.1 (1) Diagnosing errors or faults encountered by the contractor or the Publications Office in the content of the software and making any necessary corrections:*

- a) *Please confirm that the corrections need to be made only to Documentum platform, and not to other existing (purchased) software modules integrated with the platform.*
- b) *For the second scenario, if it's the case, please inform us if there will be granted access to the source codes and that we can obtain clearance for modifying it from the company that developed it.*

A34 a) The corrections will be made only to the Documentum platform and to custom software applications developed for the Publications Office on top of the Documentum platform (such as PLAN-PUBLI, PLAN-JO ...).

b) Not applicable.

Q35 *Related to technical specifications item 4.5.1 (2) Providing the Publications Office with successive software versions and releases and the relevant reference documentation; installing new releases and new versions free of charge on the existing hardware at the Publications Office request; where necessary, adapting applications that were using the previous version of the software, free of charge:*

- a) *Please provide additional information regarding your existing archive, in terms of volume and complexity, to better understand your requests for migrating Documentum Content Svr. 5.2.5 to Svr. 6.6 or above, Oracle iAS 9.0.2 to Oracle WebLogic 11.*
- b) *Please clarify what you mean by providing successive software versions and releases. Do you refer to free updates/upgrades for Documentum platform, or it's about new Documentum versions that we need to provide free of charge, for the duration of the contract.*

A35 a) See Technical Annexes 13 and 14 of the Specifications.

- b) The Publications Office will be responsible for the licenses and maintenance fees of Documentum commercial product. The Contractor will be responsible for the maintenance of the custom applications developed on top of the platform.

Q36 *Please clarify that acquisition of new Documentum licenses is not in the scope of this tender.*

A36 The acquisition of new Documentum licenses is outside the scope of this call for tenders.

Q37 Please clarify that no new hardware acquisition is in the scope of this tender.

A37 New hardware acquisition is outside the scope of this call for tenders.

Q38 Please describe a scenario where the requirements analysis for the upgrades (new releases, new versions) reveals that the existing hardware does not meet the minimum requirements.

A38 In such situation the Publications Office will take all necessary actions to face the situation. Basically, current versions of the applications and platform will be then first migrated to the new hardware (with the active support of the contractor) before handling the installation of the new releases.

Q39 Are there any custom applications that are used with Documentum that we need to upgrade and integrate with the new versions of the system?

A39 Yes, all applications described in Annex 13.

Q40 Related to ao_10372_specifications, 2.6.1.2 "The minimum level of the turnover is the following: the amount representing the estimated volume of the Contract for one year (for all the relevant lots) must not exceed 60% of the annual overall turnover carried out by the tenderer over the last year, or 60% of the average annual turnover carried out by the tenderer over the past three years. For the estimated volume of the Contract for four years see the Specifications, point 1.2."

Please confirm our understanding that the estimated value of the Contract for one year (for all the relevant lots) must not exceed 60% of the overall turnover carried out by the tenderer over the last year, or the average annual turnover carried out by the tenderer over the past three years.

A40 The minimum level of the overall turnover carried out by the Tenderer over the last year or the average annual turnover carried out by the Tenderer over the past three years is:

- for lot 1: 1,582,300 EUR
- for lot 2: 186,140 EUR

Q41 The two documents:

- "Proposal for a Takeover and a Handover of PlanJO and PlanDD Applications" and
- "Proposal for a Takeover and a Handover of PlanPubli and PrestPubli Applications"

, specified in p.19, p.20 of ao_10372_specifications.doc for Lot 1, do not match the technical award criteria

3.	Quality and relevance of the tenderer's proposal for takeover phase with regard to PlanJO and PlanDD
4.	Quality and relevance of the tenderer's proposal for takeover phase with regard to PlanPubli and PrestPubli
5.	Quality and relevance of the tenderer's proposal for a handover phase with regard to all applications

, specified in p.21 of the same document.

In the technical award criteria it seems as if there are

- two takeover documents, one for PlanJO/PlanDD and one for PlanPubli/PrestPubli, and
- one handover document for all four applications.

Please confirm that the specification of the two takeover/handover documents in p.19, p.20 of ao_10372_specifications.doc is valid and clarify how the points of the above technical award criteria 3, 4, 5 are divided between the two takeover/handover documents.

A41 See answer A28 above.

Q42 Regarding the size of the two documents

- "Proposal for a Takeover and a Handover of PlanJO and PlanDD Applications": 10 pages, and
- "Proposal for a Takeover and a Handover of PlanPubli and PrestPubli Applications": 5 pages

, specified on p.19, p.20 of ao_10372_specifications.doc, the first document is double the size of the second document. It seems difficult to cover this requirement, since more or less the same methodology and approach will be described in both takeover/handover documents.

One possible solution to bypass this difficulty is to use in the second takeover/handover document a cross reference to the first takeover/handover document. Is this approach acceptable?

A42 Making cross references between various documents to be provided concerning the technical award criteria is not allowed.

Q43 Regarding the documents:

- "Proposal for a Takeover and a Handover of PlanJO and PlanDD Applications", and
- "Proposal for a Takeover and a Handover of PlanPubli and PrestPubli Applications"

, specified in p.19, p.20 of ao_10372_specifications.doc for Lot 1 and in relation to the corresponding technical award criteria specified in p.21

of the same document, please confirm the following contents in each of the two takeover/handover documents:

- *In each of the two takeover/handover documents the takeover will include:*
 - *Standards;*
 - *Planning;*
 - *Allocation of resources;*
 - *Deliverables;*
 - *Parallel run;*
 - *Information on working environment setting-up;*
 - *Information concerning familiarisation of the tenderer's staff with the applications concerned;*
 - *Reporting and Meetings.*
- *In each of the two takeover/handover documents the handover will include:*
 - *Standards;*
 - *Planning;*
 - *List of tasks;*
 - *Allocation of resources;*
 - *Deliverables;*
 - *Reporting and Meetings.*

A43 See answer A28 above.

Q44 *Regarding the documents:*

- *"Proposal for a Takeover and a Handover of PlanJO and PlanDD Applications",*
and
- *"Proposal for a Takeover and a Handover of PlanPubli and PrestPubli Applications"*

, specified in p.19, p.20 of ao_10372_specifications.doc for Lot 1, please clarify "Parallel run". Does this term refer to:

- a)** *The fact that in each of the two takeover phases (ie the "PlanJO and PlanDD takeover phase" and the "PlanPubli and PrestPubli takeover phase"), there will be two applications that are being taken over at the same time. If this is the case, and with the understanding that the applications are seemingly independent of each other, can you please provide some insight into the aspect of parallelization between the two applications that we will need to elaborate on.*
- b)** *The fact that the takeover will be running in parallel with the regular services still provided by the previous contractor?*

- c) *The fact that in the period from 1st March 2013 until 30th June 2013 the takeover phase of PlanPubli and PrestPubli Applications will be running in parallel with the regular services of PlanJO and PlanDD Applications provided by the same contractor?*

A44

- a) There are two types of "Parallel run" activities to take into account and manage during each takeover period (PlanJO/PlanDD on the one hand and PlanPubli/PrestPubli on the other hand):
1. The takeover in parallel of two separated applications, independent of each other.
 2. The parallel run of the production, where the Publications Office will check that first delivery of the software from the new contractor is equivalent and operates similarly to what is active in production (and still under the responsibility of the previous contractor)
- b, c) Your understanding is correct.

Q45 *As specified in p.6 of ao_10372_specifications.doc, "During the period from 1st March 2013 until 30th June 2013 the 2-month takeover phase of PlanPubli and PrestPubli applications will take place."*

Please confirm that the takeover phase of PlanPubli and PrestPubli with a duration of two months will fit in a calendar period of four months (1st March 2013 until 30th June 2013), meaning that the takeover phase of PlanPubli and PrestPubli can start on any agreed date in the period 1st March 2013 – 1st May 2013 and will have an ending date two months after the starting date.

A45 Your understanding is correct.

Q46 *According to the PARF specifications in p.73 of ao_10372_specifications.doc, "Projects which started before 25/06/2009 and which are ongoing may be submitted".*

Is it acceptable to submit a PARF for a project that started before 25/06/2009 and ended after 25/06/2009, meaning that it is not ongoing anymore?

A46 Yes, it is acceptable but only for the part executed after 24/06/2009 as described in point 6 of Annex 8 to the Specifications.

Q47 *As specified in ao_10372_specifications.doc and particularly in chapter 4.5.3 Takeover and handover, the maximum amount for the takeover shall not exceed 2% of 'TOTAL PRICE (A+B+C)'. To our understanding, this amount does not necessarily correspond to the price, resulting from the proposed take-over effort estimation in person days, given that the take-over phase includes costs e.g. infrastructure costs, logistics, etc. , which are not directly related with the provision of services. The take-*

over price is a fixed cost which shall incorporate all the take-over costs. Equally, the concept applies for the hand-over provided that the total amount for the take-over and the hand-over does not exceed the 3% of the total amount. Could you please confirm that our understanding is correct?

A47 It is up to the Tenderer to calculate the costs related to takeover and handover.


However, the amount of the takeover costs included in the offer cannot exceed 2% of the total price (A+B+C), and the amount of the takeover and handover costs included in the offer cannot exceed 3% of the total price (A+B+C+D) of the Estimation form.

Q48 *Regarding the technical environment of the PlanDD and PrestPubli applications, we would like to request the following information:*

- *Server Hardware used for Test and Production environments*
- *Operating System(s) installed on servers*
- *Application Server used*
- *Documentum modules and their respective versions*
- *Version of Oracle Database*
- *Other components (e.g. Business Objects) required for the operation of the application*

A48 See references in Annex 14 of the Specifications.
See also annexed document "AO_10372_Clarif_2_Annex_Documentum_modules_and_versions.xls"

Yours faithfully,


Maria Manuela Cruz
Head of Unit

Annex: AO_10372_Clarif_2_Annex_Documentum_modules_and_versions