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Ref.: AB - AO 10372 - Additional information No. 4

FAX + E-MAIL

Subject: **Invitation to Tender No. 10372**
"Computing services – Software development, maintenance and related services for the Documentum platform"
Additional information No. 4

Ref: Request for additional information [ARES: 719 166, 726 392]

Dear Madam/Sir,

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

Q1 Specifications, Section 4.5.3 'Takeover and handover' in conjunction with section 4.4.2.8 describing the delivery process and Specifications, Section 1.4. 'Starting date of the Contract and duration of the tasks/ Contract', page 6/91 – "During the period from 1ˢᵗ March 2013 until 30ᵗʰ June 2013 the 2-month takeover phase of PlanPubli and PrestPubli applications will take place."
Question:
In Section 4.5.3 delivery of the full package of the application software of Plan Publi & Prest Publi is required 5 days before lapse of the first month. This delivery is subject to the procedure described in section 4.4.2.8, which lasts 2 months (10 working days for installation and 30 working days for testing by the Office). This means that the minimum time for takeover of PlanPubli and PrestPubli applications is more than 2 months. Please provide clarifications.

A1 The procedure described in point 4.4.2.8 of the Specifications refers to the execution of the daily services after takeover period. The takeover of the PlanPubli and PrestPubli applications shall be executed according to the procedure described in point 4.5.3.1 of the Specifications. The different activities of the acceptance will be the ones described in point 4.4.2.8 with a planning adapted to a timeframe of 2 months in order to be in line with takeover constraints.

Q2 *Specifications, Section 2.6.2.2. 'Evaluation of the Technical and Professional Capacity', page 17/91 - "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

- ...

- At least 100 relevant man-days of INF-SYS-END-USE-SUP."
and
Annex 8, Questionnaire regarding the selection criteria-PARFs, page 73/91, "A PARF consists of three pages (all the pages shall be completed) plus the project plan of maximum 3 pages plus a reference letter." and
Additional information No.2, Q4, "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. "
Question:
Our understanding is that PARFs to be provided under Lot 2 concern general support tasks to the customer as described in the Specifications and no project plan is needed. In fact, services are either of a standard and recurring nature (which are described within the PARF) or of an ad-hoc nature (e.g. problem mitigation, support to users, etc.). Consequently, a 'project plan' in the sense of projects as in Lot 1 does not apply. Please confirm our understanding.

A2 Your understanding is correct.

Q3 *Annex 8, Questionnaire regarding the selection criteria-PARFs, page 73/91, "A PARF consists of three pages (all the pages shall be completed) plus the project plan of maximum 3 pages plus a reference letter."*
and
Additional information No.2, Q10, "a) The reference letter shall confirm a proper execution of the PARF."
Question:
Our understanding is that Tenderers may provide as evidence of successful execution of a PARF under Lot 2 any contractual documents (e.g. copy of the signed Specific Contract), describing the tasks undertaken by the Candidate's personnel working on-site, etc. We also understand that if the client is the EC itself, a simple reference to the name of the Commission service and the number of the contract would suffice. Please confirm our understanding.

A3 Your understanding is not correct. As mentioned in the Specifications a reference letter shall be a document issued by your client confirming proper execution of services stated in the PARF form.

Q4 Price Schedule, Lot 1

"c) Handover
d) Takeover"

Question:
Our understanding is that for the handover and the takeover costs respectively, Tenderers should provide a total price for the handover of the PlanJO, PlanDD, PlanPubli and PrestPubli applications as well as a total price for the takeover of all the above applications.

A4 Tenderers should provide a total price for the takeover of PlanJO, PlanDD, PlanPubli and PrestPubli together and a total price for the handover of any application covered by the contract upon its expiry.

Q5 *Specifications, Section 4.5.3.1 Takeover, page 45/91 – "The maximum amount for the takeover shall not exceed 2% of the "TOTAL PRICE (A+B+C)" of the Estimation Form.*

...

If the successful tenderer (itself, or as a consortium member) for lot 1 is the current contractor (itself, or as a consortium member) of contract 10190 lot 1 and/or contract 10238 with the Publications Office, then it will not be entitled to the takeover costs mentioned above. If the successful tenderer has a current contractor as a subcontractor, then the takeover costs will be reduced proportionally to the foreseen size of the subcontracting."
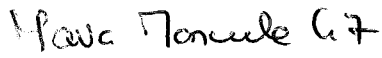
and

Specifications, Section 4.5.3.2 Handover, page 48/91 – "The maximum amount for the takeover and for the handover shall not exceed 3% of "TOTAL PRICE (A+B+C+D)" of the Estimation form."

Question:

a) *There is no "TOTAL PRICE (A+B+C)" column in the Estimation Form. Should we insert a respective column in the Form?*

b) *Apart from the restrictions applying to prices for handover and takeover with respect to the "TOTAL PRICE (A+B+C)" and "TOTAL PRICE (A+B+C+D)" of the Estimation Form, are there any restrictions applying to the effort that will be spent on handover or takeover? How will tenderers who offer a very expensive handover / takeover be evaluated against those who will offer a very low cost one? Which is the algorithm that will be used for the evaluation?*

c) *Furthermore, our understanding is that maximum percentages for takeover and handover are related only to total prices (A+B+C, A+B+C+D, respectively) and not to the estimation of annual workload in man-days and man-hours as included in the Estimation Form. Please confirm or clarify.*

A5 **a)** No. There is no need to insert a column "TOTAL PRICE (A+B+C)" in the Estimation form.

   b) There are no other restrictions apart from the ones mentioned in the Specifications. See also Additional Information No. 2, Answer 47. For the evaluation of the financial award criteria see point 2.8.2 of the Specifications.

   c) We confirm that maximum percentages for takeover and handover are related only to total prices (A+B+C or A+B+C+D, respectively).

Yours faithfully,

Maria Manuela Cruz
Head of Unit