European Institute of Innovation & Technology

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Registration number: 00505.EIT.2018.D.IV

Questions & Answers (Q & A)

Invitation to Tender No. 02/2018/OP/EITPROC

Contract notice 2018/S 044-095183

Updated: 18/05/2018

Q & A No. 1 posted on 23/03/2018

Question: 1. Procurement documents

We have identified on TED your call for proposal "Provision of IT related services" as one where we can offer our services.
However, when following the link to the procurement documents, the page states there are no open calls. Would it be possible to provide us with the correct link to the documents please?

Answer:
The tender documentation was published on 06/03/2018 to the EIT website http://eit.europa.eu/collaborate/procurement/call-tender-IT-2018. You are able to download the documents from here.

Please note that a Corrigendum was published on the OJEU on 10/03/2018.

Q & A No. 2 posted on 23/03/2018

Question: 2. Procurement documents

we are interested in your call for IT services but we can´t find the tender documents on your web pages. Can you send it directly to us by email?

Answer:
Please see the answer to the Question No. 1.

Q & A No. 3 posted on 23/03/2018

Question: 3. Procurement documents

about the call for tender in subject, according to the tender notice, I tried to recover the tender documentation from the EIT web site (http://eit.europa.eu/collaborate/procurement) but without success.

Please, can you provide the tender documentation or when it will be available on the web site?

Answer:
Please see the answer to the Question No. 1.

Q & A No. 4 posted on 23/03/2018

Question: 4. Procurement documents

I would like to ask you if you could send me terms of reference for the following opportunity: Provision of IT related services?
If it is not possible could you, please, indicate the expected date of their publication on your web-page.

Answer:
Please see the answer to the Question No. 1.

Q & A No. 5 posted on 23/03/2018

Question: 5. Procurement documents

I am contacting you because we are interested in analyzing the tender documents of "02/2018/OP/EITPROC - Provision of IT related services". However, we are not able to find them in the mentioned URL (http://eit.europa.eu/collaborate/procurement).
Could you please let us know when they would be available for download?

Answer:
Please see the answer to the Question No. 1.

Q & A No. 6 posted on 23/03/2018

Question: 6. Procurement documents

it´s already two days your notice was published at TED and the tender decuments are still not available. Can you pls send them us by email?

Answer:
Please see the answer to the Question No. 1.

Q & A No. 7 posted on 23/03/2018

Question: 7. Procurement documents

With reference to the contract notice 2018/S 044-095183, Title "Provision of IT related services" for European Institute of Innovation and Technology, we would like to express our company's interest for this Invitation to tender. In addition, we are tried to follow the relevant URL is mentioned within the contract notice but, we couldn't find the relevant Tendering documentation related to this call.

For that reason, we would appreciate it if you could send us the relevant Procurement Documents or provide us further information on how we can access them.

Answer:
Please see the answer to the Question No. 1.

Q & A No. 8 posted on 23/03/2018

Question: 8. Technical question

In regards of both lots 1 and 2 of 02/2018/OP/EITPROC I would like to know if you have an estimated percentaje of orders per type:

- o Time & Means orders
- o Fixed Price orders
- o Quoted Time & Means orders

Answer:
It's not possible at this time to indicate an estimation of the percentage of each Specific Contract type. We can disclose that currently most Specific Contracts were performed by "Time & Means Contract" but the Agencies are inclined to increase the percentage of "Fixed Price" and "Quoted Time & Means" Specific Contracts.

Q & A No. 9 posted on 23/03/2018

Question: 9. Technical question

What is the place for delivery of services? (e.g. Is the development to be done at the Agency's HQ in Budapest or it can be done extra muros at the providers premises).

Answer:
The places of delivery are the premises of the Agencies. The place of work depends on the type of the Specific Contract signed. (see point 8)

Q & A No. 10 posted on 23/03/2018
Question: 10. Technical question

In case of delivery of specific services at the Agency HQ, can you please provide the type of services to be delivered and an estimation of the number of man-days to be performed? (e.g. business analysis – X man-days, etc).

Answer:
In paragraph 3.3 and 3.4 of the Tender Specification the type of services to be delivered are indicated as well purely indicative estimates of the volumes.

Q & A No. 11 posted on 23/03/2018
Question: 11. Technical part

It is not absolutely clear if we should prepare separate "technical part" which will describe in detail how the services described in point 3.3 of the tender specifications will be provided… or if we should fully fill the Technical evaluation questionnaire (of Standard Submission Form) in only. To simplified the question: if there should be both of technical description + technical evaluation questionnaire or technical evaluation questionnaire with all infos only?

Answer:
The Submission Form must be completed with all requested information taking into account the Tenderer's "vision" in delivering the expected services. Please read the paragraph 6.2. (Technical Part) and 7.3.1. (Technical evaluation) of the Tender Specification. "*The technical evaluation for Lot 1 is based on the*

questionnaire in Annex 3., Attachment 3.1 and for Lot 2. is based on the questionnaire in Annex 3., Attachment 3.2." According to this the Contracting Authority for the evaluation of the technical part will only take into account the Standard Submission Form and its annexes.

Q & A No. 12 posted on 23/03/2018
Question: 12. Financial part

Our understanding is the "Calculation for evaluation" amount (row no. 15 of attachment 5.1 and no. 18 in case of attachment 5.2)) will be based on rows 5 to 14 (5 to 17 respectively for lot 2) and row 16 (IT first level support) and 17 (24-hours service) (respectively 19 and 20 for lot 2) will not be included. Do we understand it correctly?

Answer:
No, both IT first level support and 24-hours service are included in the calculation of the financial offer. Please note that the unit price for these two services is a monthly price!

Q & A No. 13 posted on 23/03/2018

Question: 13. Technical question

On the 15th March we have sent some clarification questions. We were wondering when it would be possible to receive some answers. We are ready to start the in depth analysis of the request but we cannot proceed until we have your answers.

Answer:
Please see the answers to the Questions No. 9 and 10.

Q & A No. 14 posted on 23/03/2018

Question: 14. Technical question

we are interestid in the Project IT Services & Security and Software Development, could you please help us to get tender documentation.

Answer:
Please see the answer to the Question No. 1.

Q & A No. 15 posted on 02/05/2018

Question: 15. 4.1 connection table

I am writing to you, to kindly ask for clarification, regarding attachment 4.1 connection table lot 1/ Staff capacity. There are four columns, which we do not understand what they refer to:
Total Tenderer per profile / Total subcontractors per profile / Total available per profile / CV references.
Each of them have different min. amount requirement.

- Could you specify which one refers to the min. amount of CVs, that have to be presented in the offer?
- Could you specify which one refers to the minimum of staff needed for the contract?
- In the first column, for Senior Data Base Administrator (SDBA) the figure is missing (D 10 gap), what is the minimum required for this position?

- Why do the figures in column: Total subcontractors per profile are counted by an excel formula, how does it work? What does it count – if the Bidder will not have the Subcontractors?

Answer:
The Tenderer has to input the required data on the red highlighted worksheets (Connection table, Technical Expertise Table and Projects List), the other worksheets will be automatically updated so that the Tenderer can visualize the matches with the minimum requirements.
The “Staff Capacity” worksheet will visualize, after the Tenderer has input the data in the “Connection table” if there is a match with the minimum requirement of the Tenderer min. profiles, the min. total number per profile (including subcontractors and freelancers) and min. number referenced in a CV.
In the “Staff Capacity” worksheet, the Senior Data Base Administrator (SDBA) profile figure in the D10 cell is indeed missing and the min. value is 1. The total number for column D shall be 11. Please find uploaded the corrected Attachment 4.1. During the submission of the tender please use this version of the Attachment 4.1. **Please be reminded that the provided excel files are just an aid in the evauation, check the final output and if you find any mismatch or inconsistency , please make sure to apply the needed correction before the final submission.** Please note that regarding the modification the EIT is publishing a corrigendum notice which will extend the deadline for submission of the tenders.

Q & A No. 16 posted on 02/05/2018

Question: 16. Technical question

With reference to sections “14.1.2 Service performance levels for Contract Management Process (CMP process)-ALL LOTS” and “14.1.3 Service performance levels for Delivery Process (DP process) – ALL LOTS”, of the technical Annex 2 “Service Level Requirements”, the tables included in both sections are exactly the same.
Could you please provide us with the correct table for section 14.1.3?

Answer:
The two tables apply the same criteria both for CMP and DP. They are therefore identical.

Q & A No. 17 posted on 02/05/2018

Question: 17. Technical question

With reference to Tender Specifications, section 3.4, you define that (as estimation) the IT First Level Service Support (1ST) will be required for 48 months (which is the maximum duration of the contract) and the 24/7 availability upgrade (247UPG) will be required for 8 more months. Could you please clarify if the 247UPG will be delivered as on top service in addition to the 1ST support (i.e. both 1ST support and 247UPG will be provided at the same time when 247UPG will be requested)?

Answer:
We confirm that the interpretation is correct, the 247UPG will be a service delivered in addition to the 1ST Level Support.

Q & A No. 18 posted on 02/05/2018

Question: 18. Technical question

With reference to Annex 2, Service Level Requirements, section 2.1, “The Service Provider will make an assessment of the infrastructure of the AGENCY and will set up all necessary systems to provide continuous monitoring of the services provided by the IT infrastructure including a possible upgrade of the current ticketing system to manage the Service requests.”

- We understand that the monitoring system will be provided by the agency. Could you please confirm?

Answer:
This is correct.

Q & A No. 19 posted on 02/05/2018

Question: 19. Technical question

We understand from the specifications that MS System Centre is currently used from EIT. Could you please confirm? Are there any plans to change this specific tool?

Answer:
EIT is currently using MS System Centre and started using Paessler PRTG as monitoring tool, there are no plans to change these tools as of today. CEPOL is using Paessler PRTG as monitoring tool.

Q & A No. 20 posted on 02/05/2018

Question: 20. Technical question

Is there any other relevant tool used by CEPOL?

Answer:
Please see the answer to Question No. 19.

Q & A No. 21 posted on 02/05/2018

Question: 21. Technical question

With reference to:

- Tender specifications, section 3.3.1.2 “On-site support (one system/infrastructure specialist) during regular business hours of the AGENCY (40 hours per week);”

And

- Attachment 5.1 (lot 1), “Monthly fee” for the IT first level service support.

Could you please clarify the following?

- We understand that the monthly fee required in attachment 5.1, concerns the one on-site system/infrastructure specialist (1st level of the service desk). Could you please confirm?

Answer:
Yes, this is correct.

Q & A No. 22 posted on 02/05/2018

Question: 22. Technical question

• We understand that the other services required for Lot 1 (as described in section 2 of the Service Level Requirements) will be requested through the TM/QTM mode. Could you please confirm or clarify?

Answer:
It is likely that the services will be required by TM/QTN and also by Fixed Price. Actually 1ST Level Support is currently provided in Fixed Price mode.

Q & A No. 23 posted on 02/05/2018

Question: 23. Technical question

• Could you please define how 2nd level support will be paid?

Answer:
If the question is referring to the contract modality than all options are available (TM, OTM, Fixed Price) Please see the answer to Question No. 22.

Q & A No. 24 posted on 02/05/2018

Question: 24. Technical question

With reference to Service Level Requirements, section 2.3 Service Desk "To guarantee Support to the users and to manage the requests the Service Provider will be providing a "Service Desk" that will act as single point of contact for all the requests.
The service desk service is a service also requested in Lot 2 for the user support of developed software applications and currently is provided for the EIT Grant Management Platform.
The Service Desk shall receive requests usually by the phone for service during all extended service hours (8am to 8pm).
The requests shall be recorded immediately to an appropriate ticketing system available in "single sign on" with the Windows Domain for all the users on call."

Could you please clarify the following?
- We understand that the service desk for Lot 2 is different from the one required for Lot 1. Could you please confirm? What is the exact difference of the services to be provided between Lot1 and Lot2?

Answer:
Service desk for Lot1 is related to user support for the IT infrastructure and office operations while for Lot2 it is specifically related to providing support for the software-developed applications.

Q & A No. 25 posted on 02/05/2018

Question: 25. Technical question
• We understand that the appropriate ticketing system is provided by the Agency. Could you please confirm or clarify? Which is the tool currently used for that purpose?

Answer:

The EIT is currently using Spiceworks as a ticketing system for Lot 1 (IT Infrastructure), and for Lot 2 a current contractor ticketing system is used (bugtracker).

Q & A No. 26 posted on 02/05/2018

Question: 26. Technical question

- We understand that the 2nd level support of applications is provided by the Lot 2 contractor and the Lot 1 contractor is responsible for access right problems and configuration issues. Could you please confirm or clarify?

Answer:
2nd Level Support of custom development application under Lot 2 is provided by the Lot 2 contractor. 2nd level support for the IT infrastructure is provided within Lot1 according to the Annex 2 "Service Level Requirements".

Q & A No. 27 posted on 02/05/2018

Question: 27. Technical question

With reference to:
- Tender specifications, section 3.3.1.2 "On-site support (one system/infrastructure specialist) during regular business hours of the AGENCY (40 hours per week);"

And
- Service Level Requirements, section 2.3 Service Desk "The request could be also received directly from the ticketing system, in this case the contractor will dispatch to the appropriate 1st level specialist within half hour.

The Service provider shall open a service request anytime the monitoring systems acknowledge an anomaly. The Service provider will also include on-site supervision and support of a 1st level support specialist for the management of the clients' infrastructure, the servers and management of IT tickets. When not covered by the person on site the service will be provided remotely."
Could you please clarify the following?
- Could you please clarify whether one system/infrastructure specialist or a 1st level support specialist is required?

Answer:
A 1st Level Support specialist is required on site to support users and, if s/he can't solve the problem, s/he can get remotely support by a system/infrastructure specialist. The 1st Level Support specialist will also escalate incidents to 2nd Level Support.

Q & A No. 28 posted on 02/05/2018

Question: 28. Technical question

- The L1 tasks defined in section 2.4 are undertaken by the 1st level support? Are they undertaken by the same person?

Answer:
The tasks described for L1 in 2.4 are generally undertaken by the indicated person providing the L1 support.

In case of unavailability of the indicated person the Contractor must provide a backup operator without interruption of the L1 service.

Q & A No. 29 posted on 02/05/2018

Question: 29. Technical evaluation questionnaire

With reference to attachment_3.1_technical_evaluation_questionnaire_-_lot1, question 1.2.4 "Describe the modalities with which you aim to manage requests for changes and new development and the risk related".
Could you please clarify the following?

- Could you please clarify what you mean with the term "new development" within the scope of Lot 1? Could you please give us some examples?

Answer:
"New development" refers to the design, testing and deployment of a new IT project
or service (e.g. a new monitoring system, new security architecture, etc)

Q & A No. 30 posted on 02/05/2018

Question: 30. Technical evaluation questionnaire

- Could you please elaborate more your description about the term "modalities"?

Answer:
"Modalities" means the actions taken by the Tenderer to manage changes..

Q & A No. 31 posted on 02/05/2018

Question: 31. mode of operation between Lot1 and Lot2
a) Could you please clarify the mode of operation between Lot1 and Lot2 with regards to incidents/issues reported by users relating to the applications (in scope of Lot2). Will the 1st level support of Lot1 be responsible for receiving incidents and then (if required) route the incidents to Lot2 Service Desk?
b) Please clarify the exact responsibilities of Lot1 and Lot2 Service Desks.

Answer:
a) Please see answer to Question 24.
b) Please see answer to Question 24.

Q & A No. 32 posted on 02/05/2018

Question: 32. profile of "Senior Infrastructure Consultant (SIC)"

For the profile of "Senior Infrastructure Consultant (SIC)" the following certifications are requested:

- Cisco Certified –Expert level
- VM-Ware Certified Advanced Professional
- MS MCSE Server Infrastructure

Locking to specific/highly specialised certifications from specific vendors is quite restrictive and limits the competition by promoting specific vendors' partnership network or training centers/alliances. Usually, contracting authorities ask for specific trainings/certifications or equivalent professional experience which can demonstrate and guarantee an equivalent level of expertise in the domains requested.

In that frame could you please clarify the following?

a) We understand that according to the usual practice followed by European Institutions in similar Call for Tenders, in case of absence of the specific certificates requested, a candidate can compensate with a similar training or certification held or equivalent professional experience (e.g. two years) in the tools/domain requested. Can you please confirm and clarify how many years of professional experience with the respective tools would be considered as equivalent in case of lack of the specific certification requested?

b) Our understanding is that at least one of these certifications and not all 3 of them should be held by each proposed person. Can you please confirm?

c) Our understanding is that the set of CVs that will be provided for the above profile should collectively cover all the above domains. For example, we could provide 2 CVs for this profile, where the first expert holds the Cisco certificate and the second one has the requested VM-Ware and MS certificate.

Answer:

a) In case of absence of the specific certificates requested, a candidate can substitute those with additional equivalent professional experience in the certification/domain requested (i.e. 1 year longer than the required minimum experience). However since the infrastructure is based on the listed vendor products a successful candidate must be also provided with a specific training for these products at the contractor`s cost.

b) All certificates should be covered and they must be held by one person. '*The minimum level of qualification has to be fulfilled by each person proposed for a given profile.' In case the person does not hold a required certificate, please answer to Question 32.a above.*

c) Please see answer to Question 32. b.

Q & A No. 33 posted on 02/05/2018

Question: 33. profile of "Senior Data Base Administrator (SDBA)"

For the profile of "Senior Data Base Administrator (SDBA)" the following certifications are requested:

- MCSA Data Platform
- Oracle Database 11g Administrator Certified Master

Could you please clarify the following?

a) Which certifications/training will be considered as equivalent to the above certifications in case of absence of these exact certificates?

b) How many years of equivalent professional experience in the specific domain of each certification should a candidate have in order to compensate for the lack of the exact certification requested?

Answer:

a) Please see the answer for the question 32.a.

b) Please see the answer for the question 32.a.

Q & A No. 34 posted on 02/05/2018

Question: 34. Annex 3 - Standard Submission Form

Page 24 states: "Do you confirm that the calculation of your prices……in accordance with the proposed pricing methodology?". We do not see any other reference to the pricing methodology in the procurement documentation. Could you please specify if we should include a description of our pricing methodology? If so, could you please specify under which section of the Standard Submission Form?

Answer:
The prices in Attachment 5.1. and 5.2. refer to on-site rendered services. The pricing methodology means that the prices are requested in accordance with the TM/QTM contract model.

Q & A No. 35 posted on 02/05/2018

Question: 35. Staff capacity table for lot 2.

There is a reference to "time & means services" at the heading of each column. We understand it is a clerical error and the staff capacity refers to Time & Means, Fixed Price and Quoted Time and Means services. Please confirm that our understanding is correct.

Answer:
Yes, this is correct. Please find uploaded the corrected Attachment 4.2. During the submission of the tender please use this version of the Attachment 4.2.

Q & A No. 36 posted on 02/05/2018

Question: 36. Place of performance, lot 2.

Could you please provide at least a tentative percentage of the foreseen distribution of work at the Agencies' premises and at the contractor's premises?

Answer:
Please see answer to Question 8. In the case of Lot 2 it will be more likely to have fixed-price or QTM contracts.

Q & A No. 37 posted on 02/05/2018

Question: 37. Place of performance and financial evaluation questionnaire, lot 2.

According to the tender specifications, we assume that services for lot 2 may be performed from either the Agencies' premises or the contractor's premises. As the cost of both options may be significantly different, would it be possible to review the Financial Evaluation Questionnaire (attachment 5.2 to Annex 3) to foresee different prices for services at the Agencies or at the contractor's premises? Another possibility would be to give tenderers the possibility of offering a discount for services provided at their premises. In our view, the Agencies would obtain more competitive prices in activities from Lot 2 which do not require a permanent presence at their premises.

Answer:
With regards to this request EIT has modified the Financial Evaluation Sheet (Attachment 5.1 and 5.2 to Annex 3 and has uploaded the corrected versions on the website. For the submission of the tender please use these corrected versions of the Attachment 5.1 and 5.2. Please note that the changes to the Attachments 5.1 and 5.2 comprise the following: we have added an extra column in the table, therefore now the tenderers have to indicate in separate columns the price per person “on site” and “off site”. For the purpose of evaluation of the tenders, an averaged price per person will be considered (it will be automatically calculated in the table).

Q & A No. 38 posted on 02/05/2018

Question: 38. Profiles requirements.

The AR profile requires a mandatory experience in SharePoint/MS SQL Server BI. Moreover, according to the "Technical capacity" table for lot 2, we need to submit at least one AR with experience in Business Objects. Given that these two technologies do not have a clear relationship, is it mandatory that the AR with Business Objects also has the experience in SharePoint/MS SQL Server BI?. Please note that this highly reduces the possibility of proposing valid candidates in Business Objects. Please also note that this also applies to the SAP profile, both in the experiences related to "Business Objects" and "Grant Management sw development"

Answer:
In regards to this request EIT has modified the Technical Capacity Table (attachment 4.2 “Connection table” to Annex 3 and has uploaded the corrected versions to the website. During the submission of the tender please use this version of the Attachment 4.2. Please note that a tender’s responsiveness to the Selection Criteria is based both on compliance with the profile requirements in Annex I. as well as on compliance with the minimum requirements of the Technical Capacity Table (Attachment 4.2 “Connection table” to Annex 3).

Q & A No. 39 posted on 02/05/2018

Question: 39. Standard Submission Form

Standard Submission Form, secion 4.4, page 22, states "You must include five different projects or contracts". The projects evaluation sheet for lot 2 requests 10 projects as a minimum and at least 4 project reference forms. We undestand that the correct requirements are the ones in the projects evaluation sheet. Please confirm that our understanding is correct.

Answer:
Yes, your understanding is right. The EIT has corrected the Standard Submission Form (Annex 3) and uploaded the corrected versions to the website.

Q & A No. 40 posted on 02/05/2018

Question: 40. General question

Is our understanding correct whether the total number of minimum provided CVs is 13 regarding the staff capacity of attachement_4.2_connection_table_LOT 2?

Answer:
Please see the answer to Question No. 15.

Q & A No. 41 posted on 02/05/2018

Question: 41. Technical questions

Comparing to the current IT system of EIT, what type of changes/modifications are planned from complexity point of view in order to improve the existing system?

Answer:
It will be the task of the contractor to analyse the current IT Systems of the Agencies and to propose changes and/or modifications in order to improve their efficiency.

Q & A No. 42 posted on 02/05/2018

Question: 42. Technical questions

Will be any absolutely new development planned beside the existing systems?

Answer:
We have provided the required scope of support to the best of our knowledge at the moment. The expected timeframe of the contract is 4 years, and changes in the setup that are not envisaged at this point might occur, but we do not envisage that those might influence the parameters of the support expected from the potential contractor.

Q & A No. 43 posted on 02/05/2018

Question: 43. Technical questions

Will be any modifications/improvements expected regarding the IT systems of CEPOL?

Answer:
Please see the answer to Question No. 42.

Q & A No. 44 posted on 02/05/2018

Question: 44. Technical questions

The requirement of JAVA and Oracle expertise is required in case of which system exactly?

- o Are there any "Custom Applications" that was developed using Java J2EE/Oracle/Weblogic/Business Objects technologies?
- o What is aim with the expertise of these competencies?

Answer:
These technologies are widely used in the EC environment. The EU Agencies are normally using several EC IT services based on Oracle and Java, therefore support of these technologies as well as possible development of applications is needed.

Q & A No. 45 posted on 02/05/2018

Question: 45. Technical questions

In the tender specification other “Corporate Applications” (other systems used EU wide) were indicated as well:

- o will be any requirement planned in order to develop/improve those systems? or
- o will be only planned whether the existing systems are required to be linked to the mentioned ones for instance with a help of an interface?

Answer:
Please see the answer to Question No. 44.

No. 46 posted on 02/05/2018

Question: 46. Attachment 4.2 to Annex 3 - Projects evaluation for LOT2.

Could be a project reference in Microsoft SharePoint 365 equivalent to SharePoint 2016 in order to meet the minimum number of 2 projects for this requirement?

Answer:
Yes, a Microsoft SharePoint 365 project can fullfill the requirement.

No. 47 posted on 02/05/2018

Question: 47. Section “7.2.1.a) Economic and Financial Capacity – Selection Criteria

With reference to Section “7.2.1.a) Economic and Financial Capacity – Selection Criteria” of the Tender Specification, it is stated that “In case of participation of group members, e.g. local affiliates of international companies, figures of the entire group will only be taken into account if a written endorsement of the participation by the mother company is provided”. Could you please confirm that the afore-mentioned requirement applies also to the Technical and Professional Capacity criteria?

Answer:
According to Article 146 5. Paragraph 1-2 of the Rules of application (RAP), quote:

“…An economic operator may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. It must in that case prove to the contracting authority that it will have at its disposal the resources necessary for the performance of the contract by producing a commitment by those entities to that effect.

With regard to technical and professional criteria, an economic operator may only rely on the capacities of other entities where the latter will perform the works or services for which these capacities are required...”

Therefore, in case of Technical and Professional Capacity the contractor may rely on the capacities of other entities with a written endorsement where the latter will perform the works or services for which these capacities are required.

No. 48 posted on 02/05/2018

Question: 48. Technical questions

With reference to Section "4.1. Suitability of the tenderer's organisational structure to allow the delivery of the required services" of Annex 3-Standard Submissions Form, with regards to the question "Do you have an internal technical knowledge base relevant to the delivery of the requested services?". We understand that in the Reference field, we have to refer to the document that we will also provide in the next field of "if YES" or "if NO", according to our answer. Please confirm or otherwise clarify.

Answer:
In the Reference field to the question "Do you have an internal technical knowledge base relevant to the delivery of the requested services?" tenderers have to provide relevant document(s) in support to their positive answer (if they have answered with YES). The same documents might be used also for the following YES/NO Reference box, if they provide evidence in regard to the requirements outlined in the 3rd bullet-point of this question, quote: "how does the tenderer provide its staff with access to the technical knowledge base". The tenderers might choose to substantiate their reponse with different supporting documents as well.

No. 49 posted on 02/05/2018

Question: 49. Technical questions

With reference to the "attachment_4.1_connection_table_-_lot1" and the sheet "Technical Capacity", for the profile "Senior IT Security Auditor", the column F (N.) which is supposed to be " automatically generated after filling the Connection and the Technical Expertise Tables", is already filled in some cells (i.g. F8, F9, F14, F15, G16, F17, F18, F20. F21). Our understanding is that this is an error. Could you please provide us the correct table?

Answer:
Yes, that was an error, the "Attachment 4.1 Technical Capacity" sheet has been corrected, please use the updated excel file.

No. 50 posted on 02/05/2018

Question: 50. Technical questions

With reference to the "attachment_4.1_connection_table_-_lot1" and the "attachment_4.2_connection_table_-_lot2", we have noticed that the formulas do not work properly for each cell of the sheet "technical capacity". More specifically, despite the fact that we have filled in the gray cells of the sheets "connection table" and "Technical Expertise Table", there are still several "yellow" cells of the sheet "technical capacity". Please, could you provide us with the updated connection tables for the lots 1 & 2?

Answer:
Attachments 4.1, 4.2 have been corrected, please use the updated files.
Please be reminded that the provided excel files are just an aid in the evaluation, kindly check the final output and if you find any mismatch or inconsistency , please make sure to apply the needed correction before the final submission.

No. 51 posted on 02/05/2018

Question: 51. Technical questions

With reference to the section "4.4 References in relation to similar projects/contracts" of the annex_3- "standard_submissions_form", it is stated that "You must include five different projects or contracts". However, the min number of projects stated in the attachment 4.1 to annex 3- Projects Evaluation Lot1 is 8 while the min number of projects stated in the attachment 4.2 to annex 3- Projects Evaluation Lot2 is 10. Our understanding is that we have to include five different projects or contracts for each lot, covering the requirements of the "attachment_4.1_connection_table_-_lot1" and the "attachment_4.2_connection_table_-_lot2", sheet "Projects Evaluation". Please, confirm our understanding, otherwise clarify.

Answer:
Section 4.4 of ANNEX 3 Standard Submission Form has been updated, please use the updated file. The minimum number of reference projects to be attached is now clearly indicated in the updated "Projects Evaluation" sheet of Attachment 4.1 and 4.2 respectively for Lot1 and Lot 2.

No. 52 posted on 02/05/2018

Question: 52. Technical questions

With reference to the section "4.4 References in relation to similar projects/contracts" of the annex_3- "standard_submissions_form", it is stated that "The references must concern contracts for which at least 220 person-days per technology were executed in the period 2014 to 2016". However, If we fill in the "Project List" of the "attachment_4.1_connection_table_-_lot1" and the "attachment_4.2_connection_table_-_lot2", the projects with start date 2014 are in not included in the sheet of the Project Evaluation. Please, could you provide us with the updated connection tables for the lots 1 & 2?

Answer:
Please see the answer to Question 58.

No. 53 posted on 02/05/2018

Question: 53. Technical questions

With reference to the section "4.4 References in relation to similar projects/contracts" of the annex_3- "standard_submissions_form", it is stated that "The references must concern contracts for which at least 220 person-days per technology were executed in the period 2014 to 2016". Please, clarify who will we fill in the project list of the "attachment_4.1_connection_table_-_lot1" and the "attachment_4.2_connection_table_-_lot2", in case we include a project with start date earlier than 2014 which is still ongoing?

Answer:
Please see the answer to Question 58.

No. 54 posted on 02/05/2018

Question: 54. Technical questions

With reference to “annex_3-standard_submissions_form”, Question “4.3. Quality Control” you ask the following:

1. “Have you given a description of your project management methodology applicable to the required services? (two pages (2) in A4 format)”. We understand that this question relates to Lot2 only (where specific projects will be delivered based on PM2), while for Lot1 we should describe our methodology for service management (i.e. our processes for managing the delivery of IS Support services in line with ITIL methology). Could you please confirm that our understanding is correct and update the tender specifications accordingly?
2. “Do you have any tool to support quality in IT infrastructure management?”. We understand that this question relates to Lot1 only. For Lot 2, Tenderers should describe their tools to support quality in software development. Could you please confirm that our understanding is correct and update the tender specifications accordingly?

Answer:

1) No, this applies also to LOT 1
2) The question has been revised accordingly, in order to clarify that it applies to both LOT 1 and LOT 2.

No. 55 posted on 02/05/2018

Question: 55. Allowed prices in reopenings

According to section 7.3.2 of the tender specifications, “Prices and Monthly fees quoted by the tenderer will be binding with regards to subsequent conclusions of specific contracts.“ In 7.5.2 it is stated: “Each price per person-day cannot be above the one provided in Attachment 5.1 and 5.2 of Annex 3. “
We understand that contractors may quote prices lower than the ones in Attachment 5.1 and 5.2 (but not higher ones) in reopenings. Please confirm our understanding or clarify.

Answer:
Yes, this is correct.

No. 56 posted on 02/05/2018

Question: 56. Monthly services

The financial evaluation sheets for Lot 1 and Lot 2 (attachments 5.1 and 5.2) require monthly fees for “IT first level Service Support” and “24-hours service”.
Section 3.4 (profiles and volume) of the Tender Specifications presents an estimation of the volumes of the services.
a) Please clarify whether the estimated volumes in section 3.4 (Profiles and volume) and in the financial proposal of the tender specifications refer to the needs of one Agency or both Agencies. as regards a) the estimated volume of person days and b) the estimated volume of IT first level Service Support and 24-hour services (i.e. 48 service months and 8 service months respectively).
b) In the financial evaluation sheets, we understand that for the monthly services we should enter the fee for providing the service to one Agency for one month. Please confirm our understanding or clarify

Answer:

a) The estimated volumes are indicative and take into consideration the potential needs of both Agencies under this Framework Contract

b) Yes, this is correct.

No. 57 posted on 02/05/2018

Question: 57. IT first level Service Support Lot 2

Regarding Lot 1, the Tender Specifications Section 3.3.1.2 (Availability of the Contractor) state "On-site support (one system/infrastructure specialist) during regular business hours of the AGENCY (40 hours per week); "
For Lot 2, we understand that there is no similar requirement for onsite presence for the "IT first level Service Support". Please confirm our understanding or clarify.

Answer:
Your understanding is correct.

No. 58 posted on 02/05/2018

Question: 58. References years

Annex 3 – standard reply form, specifies that projects count if "at least 220 person-days per technology were executed in the period 2014 to 2016" (page 22, section 4.4) or "minimum 220 person-days since 2014" (same page).
We have a few questions regarding some potential inconsistencies regarding the acceptable period of execution and how it is presented in the connection table:
a) In attachments 4.1 and 4.2 (connection table), sheet "Project List Table", cells in Column H (Starting Year) are allowed to have values between 2014-2017. Furthermore, the tender is due in May 2018. Based on the above, is the requirement that projects are "executed in the period 2014 to 2016" a clerical error? If yes, please update annex 3 accordingly.
b) In attachments 4.1 and 4.2 (connection table), sheet "Projects Evaluations" includes the calculation of the number of projects per technology. When counting projects, the sheet groups the projects based on their starting year, in cells B5-G7 (rows 5-7 of columns B-G). However, there is no row for 2014, which means that a project starting in 2014 (or earlier) is not counted, even if, for example, it ended in 2017. Please amend the connection table to correctly count the projects per technology.
c) In attachments 4.1 and 4.2 (connection table), sheet "Project List Table", cells in Column H (Starting Year) is restricted to values between 2014-2017. We understand that for a project that started before 2014 we should select 2014 as its starting year. Please confirm our understanding or alternatively provide an updated version of the sheet. If the earliest year is updated to 2015 due to previous questions, please consider this question regarding the year 2015.

Answer:
a) Yes, this is a clerical error, the ANNEX III – Standard Sumission form has been updated.
b) ***Projects started earlier than 2015 can be accepted provided that at least 220 days were spent in the period 2015-2017***. In the "Project list" sheet it was initially possible to select 2014, this option has now been removed as to avoid any misunderstandings. During the submission of the tender please use this version of the Attachment 4.1 and 4.2.
c) Yes, a project started before 2015 shall be selected. According to the updated Annex 3. Standard Submission Form 4.4 ***Projects started earlier than 2015 can be accepted provided that at least 220 days were spent in the period 2015-2017***.

No. 59 posted on 02/05/2018

Question: 59. Lot 2 - Question 1.1.1 – Phase in

In attachments 3.1 and 3.2, page 3/5, question 1.1.1 is "How do you propose to manage the phase-in of the contract (e.g. during the first months) in order to be in a position to provide the best services to the AGENCY at the shortest possible time? Please describe the necessary steps needed to take over the system administration and support of the IT infrastructure including all the ITIL processes in order to be operationally ready."
In the case of Lot 2 (attachment 3.2), it seems that the sentence "Please describe the necessary steps needed to take over the system administration and support of the IT infrastructure including all the ITIL processes in order to be operationally ready." is not applicable, as the services to be provided do not include system administration and support of IT infrastructure. Please confirm our understanding and rephrase the question appropriately, or otherwise clarify.

Answer:
Attachment 3.2 of ANNEX III has been updated. Please use the updated Attachment.

No. 60 posted on 02/05/2018

Question: 60. Selection criteria

In Annex 3 Standard submissions form, section 4.3 Quality Control, bottom of page 21, we are asked whether we have any tool to support quality in IT infrastructure management. The question is not mandatory. Is this question applicable for Lot 2 – software development?

Answer:
Please see the answer to Question 54. 2. Please note that ANNEX III Standard Submission Form has been updated.

No. 61 posted on 02/05/2018

Question: 61. Work outside of Normal Working Hours

In section 5.5 of the SLR we read: "The tenderer shall quote the prices per day for each profile.
The surcharges may not exceed the following values:
• on normal working days before 8 a.m. and after 8 p.m.: 50 % of the corresponding hourly price during normal working hours,
• during weekends and holidays: 70 % of the corresponding hourly price during normal working hours. […]
both during Normal Working Days, and during weekends and holidays the respective surcharge (max. 50% or 100%) will apply on a pro-rata basis to the respective fee rate for work during NWD, duly surcharged."
a) Please confirm that the text in parentheses in the last sentence above should be "(max. 50% or 70%)" to agree with the bullets above.
b) We understand that the tenderer does not need to quote the surcharge prices at this tendering phase, but at the time when such a service is requested. Please confirm our understanding or clarify. We note that there is no relevant cell in the financial proposal forms where we would be able to provide the surcharge prices.

Answer:
a) Yes, that was a clerical mistake, please see the updated Service Level Requirements.

b) Yes, this is correct.

No. 62 posted on 02/05/2018

Question: 62. Pricing of 24-hours service

In section 5.6 of the SLR we read: "The 24-hours on-call service will be payable at a fixed daily rate, regardless of the day on which actual intervention might be required, and regardless of the service provider's level under his/her profile (i.e. junior, normal or senior).. The tenderer shall quote the daily rate using the forms in attachment 5.1 (lot1) or 5.2 (lot2) of ANNEX – 3 "Standard Submission Form".
We note that in attachments 5.1 and 5.2 we are asked to input our price for the 24-hour service under a column titled "Monthly fee, EUR in net". This is then multiplied by the number "8" which is in the column titled "Indicative number of months" to reach the calculation that will be part of the financial evaluation. We also notice that a similar estimation is in section 3.4 of the Tender Specifications, where the "24/7 availability upgrade" volume is 8 months.
a) We understand that we should quote a monthly rate for the 24-hour service. Please confirm our understanding or clarify.
b) We understand that if 24-hour support is needed for less than one month, the rate will be 1/30th of the monthly rate. Please confirm our understanding or clarify.

Answer:
a) Yes, this is correct.
b) Yes, this is correct.

No. 63 posted on 02/05/2018

Question: 63. Missing text

Annex 2 Service Level Requirements, p. 13/73. Please complete the missing text at the end of the page.

Answer:
Please , see the updated Annex 2 "Service Level Requirements".

No. 64 posted on 02/05/2018

Question: 64. Time and Means orders

Annex 2 Service Level Requirements, Section 4, p. 18/73. We read: "Time & Means (TM) orders, which correspond to the order of a number of days of defined profiles performed at the AGENCY's or Contractor's premises" and "Time & Means orders are executed on the AGENCY's premises (i.e. on-site or intra-muros)". Please clarify whether Time and Means orders will be executed only at "Agency's premises" or "either at Contractor's premises or Agency's premises".

Answer:
Yes, "Time and Means" contract can be executed either at the Agency's premises or at the Contractor's premises. Furthermore, it will be possible also to execute a contract with some days at the Agency's premises and some days at the Contractor's premises.

No. 65 posted on 02/05/2018

Question: 65. Corporate Applications

Tender Specifications, Section 3.1.3.2. Corporate Applications, p. 11/33, we read: “Those applications will not be administered by the contractor(s) under this tender; however the development of any new application or the management of the service infrastructure may need to interact with them. Furthermore the Service Desk must be enabled to receive and handle requests for those services, too.”
We understand that the Service Desk requests regarding the corporate applications will be handled under Lot 1. Please confirm or clarify.

Answer:
Correct, Corporate applications requests are handled by the 1st Level Support.

No. 66 posted on 02/05/2018

Question: 66. Hardware Maintenance in Lot 2

Tender Specifications, Section 3.3.2. Lot 2: Software Development, p. 18/33, we read: “The Contractor will perform the following tasks: … Provide support in the procurement and maintenance of hardware and software in the context of the projects; … Provide support in design, development/customization, implementation, test and maintenance of the supporting infrastructure;”
Please clarify the boundaries of responsibilities between the Contractor of Lot 1 and the Contractor of Lot 2 regarding the maintenance of the hardware / infrastructure.

Answer:
Under LOT 2 the Contractor shall provide the support for the developed applications and any other COTS (Common of the Shelves) software supporting the target application, e.g. in case of a developed Sharepoint application, the Contractor shall also provide Sharepoint support .

No. 67 posted on 02/05/2018

Question: 67. Onsite interventions

Annex 2 Service Level Requirements, page 24 state: “In case the issue requires on-site intervention, the on-call service provider must be able to arrive at the AGENCY's premises within maximum 1 hour after the time at which he/she reported his finding/proposed course of action to the requesting entity.”
Is onsite intervention foreseen both for lot 1 and lot 2?

Answer:
The 24-hours service might be mainly requested under LOT 1.

No. 68 posted on 02/05/2018

Question: 68. Clarification on technical evaluation criterion

Technical evaluation questionnaire – Lot 2, we read “1.1.3. How will you try to assure the availability of the proposed staff at the start and during the implementation of the contract?”
a) Please clarify when you say “contract” whether you refer to the Framework Contract or a Specific Contract.
b) If you refer to the Framework Contract, how should we understand the term “proposed staff”?

Answer:

a) This is referring to a specific contract
b) See the answer to Question 68.a.

No. 69 posted on 02/05/2018

Question: 69. Onsite presence

Tender Specifications Section 3.3.1.2 Availability of the Contractor, concerning Lot 1, states "On-site support (one system/infrastructure specialist) during regular business hours of the AGENCY (40 hours per week); " Do these 40 hours per week correspond to the needs of one agency (i.e. 80 total, if both agencies order this service) or both agencies?

Answer:
Yes, each Agency will require On-site support, and the total will be 80hours/week if both Agencies require the service.

No. 70 posted on 02/05/2018

Question: 70. Small development in lot 1

In section 2.2.3 of the SLR, we read: "Application Development
Within this contract, the AGENCY will request the Contractor to implement minor changes (up to 5 person/days each) mainly with a view to improve the functionalities of existing systems or applications (e.g. SharePoint intranet)."
a) We understand that the implementation of small changes is not included in the fixed fee for IT first level Service Support. Please confirm or clarify.
b) Please confirm that no Lot 2 activities, including those described in pages 9 and 10 of the SLR are included in the fixed fee for IT first level Service Support.

Answer:
a) Yes, this is correct.
b) Correct, no LOT 2 activities are included in the LOT 1 IT 1st Level Service Support. Page 9 and 10 of the SLR are referring to LOT 1 activities and the activities included in the fixed price fee are the ones indicated for Level 1 (L1).

No. 71 posted on 02/05/2018

Question: 71. Knowledge base

In section 2.2.3 of the SLR, it is stated that the contractor is expected to contribute to the creation of a knowledge base.
Does this include setting up (developing, customising and/or configuring) the knowledge base software, or only providing the content of the knowledge base?

Answer:
The Contractor is expected to have the capacity to provide both services.

No. 72 posted on 02/05/2018

Question: 72. Event management / monitoring system

In Section 2.2.4 (Service Operations) of the SLR we read under IT Event Management: "The Contractor will set up a proper system to monitor the overall IT infrastructure. The system will be able to detect service downtime, security, performance and capacity issues and will be capable to trigger appropriate signalling to the AGENCY IT."
In Section 2.1. (Set up of the monitoring of the infrastructure) of SLR we read: "The Service Provider will make an assessment of the infrastructure of the AGENCY and will set up all necessary systems to provide continuous monitoring of the services provided by the IT infrastructure including a possible upgrade of the current ticketing system to manage the Service requests."
According to section 3.7 of the Tender specifications, "For intra-muros Times & Means service delivery, the AGENCY provides the required working environment, including IT equipment."
a) Do the Agencies hold the licenses for their current ticketing system(s)?
b) We understand that any IT services monitoring or ticketing systems agreed with the Agencies will be hosted by the Agencies and, if licenses are required, the cost will be borne by the Agencies. Please confirm our understanding or clarify.

Answer:
a) Yes, this is correct
b) Yes, this is correct

No. 73 posted on 02/05/2018

Question: 73. Tender documentation

In case a Tenderer includes a freelancer in its offer, our understanding is that the only documents that shall be provided are:

1. A Letter of Intent signed by the freelancer, stating its intention to collaborate with the tenderer in case of award. A free document template should be used since the template included in Attachment 6 refers to companies/organisations and not individual freelancers.
2. A Statement on subcontracting, using the template Annex 3 - Standard Submissions Form

Apart from the above, no other document should be provided in the tender. Could you please confirm that our understanding is correct or otherwise clarify?

Answer:
1. <u>Annex 3, Attachment 6. "Letter of intent from a subcontractor" has been updated. Please use the updated Attachment.</u>
2. Each subcontractor must also sign the Declaration on Honour. If the tenderer relies on the economic, financial, technical and professional capacity of the proposed subcontractor(s) to meet the selection criteria, then the subcontractors shall also complete the forms included under Sections 3 (if applicable).

No. 74 posted on 02/05/2018

Question: 74. Technical question

With reference to Tender Specifications, section 3.3.1.2. Availability of the Contractor, "

- On-site support (one system/infrastructure specialist) during regular business hours of the AGENCY (40 hours per week);
- Stand-in with response times according to the Annex 2 (Service Level Requirements section 14.2);
- Call-in during extended business hours;

- Call in out of extended business hours (on request, see Service Level Requirements section 5.5).” Could you please clarify the following?

1. Could you please clarify the difference between the terms “stand-in” and “call-in”?
2. We understand that the stand-in response times concern only working hours, except for the case a 24 hour support service is requested. Could you please confirm or clarify?

Answer:

1) “Stand-in” means that the Contractor shall provide a substitute in case of non-availability of the technician usually providing the 1st Level Support service.
   "Call-in" refers to the availability outside of the normal working hours.
2) According to the clarification in point 1, “Stand-in” applies to working hours and in case of 24h the service can be provided by the same person normally working and/or a substitute (“Call-in”) .

No. 75 posted on 02/05/2018

Question: 75. Technical question

With reference to Service Level Requirements, section 2. LOT 1 IT SERVICES & SECURITY, “With the “Service support” fee the AGENCY will be receiving support from 8am to 8 pm during the normal working days.
The “Service support” fee includes also a 1st level support during working hours and a permanent presence of a 1st level specialist on site at the AGENCY premise.”
Could you please clarify the following?

1. We understand that the “Service Support fee” corresponds to cell D-16 of the financial evaluation fee (i.e. IT first level Service Support). Could you please confirm or clarify?
2. We understand that a permanent on site presence of a 1st level specialist is required from 8am to 8 pm i.e. 1,5 FTE for the 1st level support service. Could you please confirm or clarify?

Answer:

1) Yes, this is correct but the “Service support” fee covers 8h/day.
2) No, the permanent on-site 1st level specialist is required 8h/day, 40h/week during normal working hours (NWH) and the “Service Support fee” is covering this service. See ANNEX II SLR page 23-24/73 pasrgraph 5.4 .

No. 76 posted on 02/05/2018

Question: 76. Technical question

With reference to Service Level Requirements, section 5.6. 24-hours service, “The AGENCY may request the contractor to provide a 24-hours on-call service both during NWD and outside NWD. The service should be delivered by the same profile(s) providing the duties during normal working hours.
The profile(s) assuring this service will be on-call 24-hours a day (for 7 days per week) and may be requested to carry out interventions at the premises of the place of delivery for this profile.”

1. Could you please clarify whether the 24-hour on-call service includes 1st level support or 2nd level support or both?

Answer:

1) In the 24H service the Contractor must be able to respond to an issue or an incident providing a solution by the 1st or 2nd level support.

No. 77 posted on 02/05/2018

Question: 77. Technical question

With reference to Service Level Requirements, section 5.6. 24-hours service, "The 24-hours on-call service will be payable at a fixed daily rate, regardless of the day on which actual intervention might be required, and regardless of the service provider's level under his/her profile (i.e. junior, normal or senior).. The tenderer shall quote the daily rate using the forms in attachment 5.1 (lot1) or 5.2 (lot2) of ANNEX – 3 "Standard Submission Form".
For any interventions carried out during NWH no surcharge will apply.
Interventions provoked by a call to the on-call service provider and triggered outside NWH will be covered on a pro rata hourly basis by using the respective daily fee rate for the profile and level of the on-call service provider quoted for service "outside normal working hours". The unit cost for these interventions is the appropriate hourly rate."
Could you please clarify the following?

1. We understand that there is a clerical error. When you say "fixed daily rate" you actually mean "fixed monthly rate" as the latter is required in the financial evaluation sheet. Could you please confirm?
2. We understand that by using this service, the Tenderer is requested to provide the regular support service from 8a.m. to 8p.m. (with 1,5 FTEs 1st level support specialist) and on top of that an on-call service from 8p.m. to 8a.m. Could you please confirm or clarify?

Answer:

1) No, the 24H service is a fixed-price service and might be requested by the Agencies on top of the service rate per profile. See answer to question 62.
2) The regular support service is expected during the NWH , the 24H service will cover the "on-call" service outside the NWH. (see the answer to Question 75)

No. 78 posted on 02/05/2018

Question: 78. Technical question

With reference to Service Level Requirements, section 14.2. IT Service Desk (SD process). Could you please clarify the following?

1. We understand that the applied response and resolution times correspond to working minutes/hours/days. Could you please confirm?

Answer:

1) Yes, this is correct.

No. 79 posted on 02/05/2018

Question: 79. Technical question

May we think, that it is a possible statement that EIT requires emphasized on-site infastructure on Level 1 and Level 2 side (takes several hours / week, on-site) support, therefore daily hungarian on-site presence is a must-have requirement?

Answer:
With regards to Lot1, the daily presence of a first level specialist during normal working hours (8h/day, 40h/week) is required as stated in the Tender Specification 3.3.1.2. “Availability of the Contractor”, and in Annex 2 “Service Level Requirements”, point 5.4. “Normal working hours”.

No. 80 posted on 02/05/2018

Question: 80. Technical question

May we think, that it is a possible statement that the Bidder must meet ISO 27001 IT Security relevant certificaton?

Answer:
ISO27001 IT security certification is certainly relevant in Lot 1.

No. 81 posted on 02/05/2018

Question: 81. Technical question

May we think, that it is a possible statement that EIT current Help-Desk system platform knowledge could be an advantage during evaluation phase?

Answer:
All tenderers will be equally evaluated, according to their elaboration of the technical questionnaire and their capacity to propose effective and valid solutions only on the basis of the information provided.

No. 82 posted on 02/05/2018

Question: 82. Technical question

May we think, that it is a possible statement that If a company bid as a consortuim member for Lot and and Lot2 both of the consortum members are have to send their proposal as separate documents or because consortium members are interested about both Lot1 and Lot2, they could send one merged document?

Answer:
If we understand correctly your question, your consortia may submit a joint offer for both Lots. In this case the Consortia must submit a merged proposal according to the Tender Specification point 5.1.

No. 83 posted on 02/05/2018

Question: 83. Ongoing projects as references

In Annex 3, Section 4.4. References in relation to similar projects/contracts, it is noted that
“Please provide the description of reference services similar to those requested for this lot (...) you should have provided these services during the last 3 years.”
and
“A framework contract with different specific contracts must be considered as a single reference of the tenderer as a whole.”

We understand the following:
a) We can submit as references ongoing projects/ contracts as long as part of their execution was during the last 3 years. Please confirm or clarify.
b) We can submit ongoing framework contracts as long as one or more specific contracts were executed during the last 3 years. Please confirm or clarify.
c) If our understanding in a) and b) is correct, please amend the attachments 4.1 and 4.2 (connection table), sheet "Project List Table", cells in Column I (Ending Year), to allow an ending year after 2017.

Answer:
a) This is correct.
b) This is correct.
c) Attachments 4.1, 4.2 has been already amended (see the answer for question 58) According to the updated Annex 3. Standard Submission Form 4.4: ***Projects ended after 2017 can be accepted provided that at least 220 days were spent in the period 2015-2017.***

No. 84 posted on 02/05/2018

Question: 84. Minimum number of project references required

In Annex 3, Section 4.4. References in relation to similar projects/contracts, we read that
"You must include five different projects or contracts"
and
In attachment 4.2 (connection table), sheet "Projects Evaluations" includes the calculation of the number of projects per year and technology. The minimum total number of projects is 10 and the minimum total number of project reference forms to be provided is 4.
We have the following questions:
1) We understand that there is no upper limit in the number of projects we may declare in the "Project List Table" of attachment 4.2. Please confirm or clarify.
2) We understand that the same applies for the number of the reference forms to be provided. Please confirm or clarify.
3) According to Annex 3 "five different projects or contracts" must be included using the standardised project reference form. In sheet "Project Evaluation" of attachment 4.2 the minimum indicated for "Provided Project Reference Form" is four. Can you please clarify how many different similar projects or contracts for Lot 2 should be submitted using the Provided Project Reference Form (attachment 1) to cover the minimum requirements?
Please note that the same question also applies to attachment 4.1 for Lot 1. In this case no minimum number for "Provided Project Reference Form" is specified in the corresponding "Project Evaluation" sheet, although a minimum of five projects is required in Annex 3.

Answer:
1) There is indeed no upper limit for the number of projects that could be declared, nevertheless the Tenderer is expected to declare only projects that are fully matching each requirement.
2) There is indeed no upper limit for the number of provided reference forms that could be declared, nevertheless the Tenderer is expected to declare references fully matching each requirement.
3) Please see the answer to Question 39.

No. 85 posted on 02/05/2018

Question: 85. Project References – different clients

In Annex 3, page 22 of 25, Section 4.4. References in relation to similar projects/contracts, we read that:
“You must include five different projects or contracts”
and
“Departments, divisions, directorates, etc. are regarded as the same customer. For example, a specific European Institution or ministry or company is considered as one customer.”
We did not find in the tender documents any requirement regarding the number of different customers to be covered by submitted project references. Please clarify whether the “at least five different projects or contracts” should concern different clients.

Answer:
There is no requirement regarding the number of different customers to be covered by submitted project references.

No. 86 posted on 02/05/2018

Question: 86. Minimum volume of project references

In Annex 3, page 22 of 25, Section 4.4. References in relation to similar projects/contracts, it is mentioned that
“The references must concern contracts for which at least 220 person-days per technology (...)”
We understand that if one (1) technology is covered by a reference then the volume of services provided must be greater than 220 person-days during the three last years, if two (2) technologies are covered then the volume of services provided must be greater than 440, etc. Please confirm or clarify.

Answer:
Yes, your understandings are correct e.g. If the Tenderer declare a project of 220 days covering technology 1 and 2, both these technologies must have been covered for 220 person-days each.

No. 87 posted on 02/05/2018

Question: 87. Connection table

In attachment 4.2 (connection table), sheet “Staff Capacity” it is mentioned under the title of the columns “Total Tenderer per profile”, “Total subcontractors per profile”, and “Total available per profile” the following sub-note: “(time & means services in the field of the tender):”
Do we need to enter something under something after the “:”?

Answer:
Please see the answer to Question 35.

No. 88 posted on 02/05/2018

Question: 88. Staff capacity - IT 1st Level Support specialist (1LS) profile

A description for the profile “IT 1st Level Support specialist (1LS) for Service Support” is provided in Annex 1 (page 23) and a checkbox for this profile is also included in the provided template for CVs (Attachment 2 to Annex 3 - CV form).
However, in Attachment 4.2 (Connection Table – Lot 2), sheets “Connection Table” and “Staff Capacity”, the “IT 1st Level Support Specialist (1LS)” profile is not included in the requested profiles and CV references.
Our understanding is that this profile is not relevant for any of the two lots and is inserted in Annex 1 by mistake. Please confirm our understanding or clarify.

Answer:
No, the “IT 1st Level Support specialist (1LS) for Service Support” is required in Lot 1.

No. 89 posted on 02/05/2018

Question: 89. Connection table - Technical capacity for Lot 2

In Attachment 4.2 (Connection Table – Lot 2), sheet “Technical Capacity”, the cells D9-AB9 (Oracle RDBM Applications), V10-AB10 (Microsoft .NET development), V17 AB17 (Grant management SW development) and D18-AB18 (Microsoft CRM Dynamics applications) containing formulas are not automatically generated after filling the Technical Expertise Table.
Please amend the “Technical Capacity” matrix to correctly count the number of staff per technology.

Answer:
Please see the answer to Question 50.

No. 90 posted on 02/05/2018

Question: 90. Attachment 1 Project Reference Form – Number of tenderer’s own technical staff

In Attachment 1 – Project Reference Form, page 1 of 2, it is mentioned:
“Number of tenderer's own technical staff involved in person-days, by profile including similar Profiles for Lots 1 and 2 as indicated in chapter 4 of the Tender Specifications”
The table that follows comprises four (4) columns (Profile; n.people; Profile; n.people).
Where should we enter the person-days? Should n.people be replaced by person-days?

Answer:
Please find uploaded the corrected Attachment 1. of Annex 3. Please use this corrected version of the Attachment for the submission the tender

No. 91 posted on 02/05/2018

Question: 91. Attachment 1 Project Reference Form – Declaration of conformity and signature

In Attachment 1 – Project Reference Form, page 2 of 2, a “Declaration of conformity and signature:” is required.
and
In the instructions contained in Attachment 1, it is stated that “The delivery has to be certified by the purchaser; or failing this, declared by the service provider to have been effected.”
Can you please how the “declaration of conformity” should be formulated?
Instead of the declaration, can we submit a statement issued by the client that certifies the maximum awarded amount, the duration of the contract/project and whether the execution is conformant to the contractual stipulations?

Answer:
A “declaration of conformity” is a statement from the previous “clients” (contracting authorities), that must include the awarded amount, the duration, the scope of the project and whether the execution was

conform to the contractual terms. Accordingly, you can submit a client statement but it must include the details as listed in this answer.

No. 92 posted on 02/05/2018

Question: 92. Annex 1 List of Profiles – Application Architect

In Annex 1 – List of Profiles, the description of the tasks of the Application Architect are exactly the same as the tasks of the Senior Enterprise Architecture Consultant. Could you please clarify whether there is any differentiation among the tasks of these two profiles?

Answer:
Yes, the Senior Enterprise Architecture Consultant is a Senior position covering the same areas as of the Application Architect profile.

No. 93 posted on 02/05/2018

Question: 93. Technical question

With reference to the section 1.1 of the documents "attachment_3.1_technical_evaluation_questionnaire_-_lot1" and "attachment_3.2_technical_evaluation_questionnaire_-_lot2", the question 1.1.1 is exactly the same for both lots. Our understanding is that the question should be different for each lot based on their service area. More specifically, we understand that the question 1.1.1 of lot 1 should require the proposal of how will the contractor take over the support of IT infrastructure while the question 1.1.1 of lot 2 should require the proposal of how the contractor will take over the system administration.
Could you please correct the tender specifications and provide and updated/correct version per lot?

Answer:
Please see the answer to Question 59.

No. 94 posted on 02/05/2018

Question: 94. Technical question

With reference to the Open Call for Tenders 02/2018/OP/EITPROC we have already sent you more than 25 questions already from March 28th. Your replies to these questions are very crucial for the preparation of our offer since a lot of issues need to be clarified and adjustments are necessary to the tender specifications in order to be clear and correct.
Up to date (2 weeks before the deadline), no answers have been provided. In this frame, and in order to allow tenderers enough time to study your answers as well as the revised specifications and requirements that need to be corrected, we kindly ask you to consider extending the deadline for submission of tenderer for at least 4 weeks. We also kindly ask you to provide us with clarifications to our questions at your earliest convenience in order to allow us prepare our best possible solution based on your exact and fully clarified requirements.

Answer:
Please note that taking into consideration the time for preparing and publishing the answers to all questions raised in regards to the tender and the respective modification the EIT is publishing a corrigendum notice which will extend the deadline for submission of tenders.

No. 95 posted on 02/05/2018

Question: 95. Connection table – Projects Evaluation for Lot 2 – Error in calculation of the number of projects with Grant management

In Attachment 4.2 (Connection Table – Lot 2), sheet "Projects Evaluation", the formula for cell G10 calculating the number of project references related to Grant Management application contains an error (it takes input from column P of "Project List Table" instead of column O).
Please correct the respective formula to correctly count the number of project references.

Answer:
Yes, this is correct. Please find uploaded the corrected Attachment 4.2. For the submission of the tender please use this version of the Attachment 4.2.

No. 96 posted on 02/05/2018

Question: 96. Evidence for the economic and financial capacity

Section 3 of ANNEX 3 – "Standard Submission Form" relating to the economic and financial capacity mentions in its first question:
Have you enclosed copies of Profit and Loss Account/Income Statements for the last two closed financial years (2015 and 2016)?
While in tender specifications, par. 7.2.1. Economic and financial capacity, Evidence for the economic and financial capacity, we read:
The successful tenderer shall provide (upon request) the following proof that they meet this selection criterion:
- financial statements (balance sheets & profit and loss account) for the last two financial years for which accounts have been closed, or equivalent documentation….
Please clarify whether financial statements have to be submitted with the tender or a 'N/A' response may be inserted as an answer to questions 3.1 and/or 3.2 of the Standard Submission Form (if the tender specifications override the Standard Submission Form).

Answer:
Please find uploaded the corrected Annex 3. Standard Submission Form.

No. 97 posted on 02/05/2018

Question: 97 Section 3 of ANNEX 3 – "Standard Submission Form"

According to the instructions of the "Invitation Letter", the 'Envelope A - Administrative part' of the tender should be submitted separately and comprise documentation related to the exclusion and selection criteria and the administrative forms while the 'Envelope B - Technical part' should contain the technical proposal.
In "Tender Specifications", par. 7.2.2. Technical and professional capacity we read:
Tenderers are required to prove that they have sufficient technical and professional capacity to perform the contract. To that end they must fill in the section 4 and attachment 3 of ANNEX 3 – "Standard Submission Form" for Lots 1 and/or 2 separately and provide documentation.

There is no mention as to the part of the tender where section 3 of ANNEX 3 – "Standard Submission Form" (along with its supporting evidence, if any) should be placed.
To our understanding, section 3 of the Standard Submission Form relating to the economic and financial capacity should be submitted in 'Envelope A - Administrative part' and section 4 relating to the technical and professional capacity should be submitted in 'Envelope B - Technical part'. Please confirm.

Answer:
Your understanding is not correct. According to the Invitation Letter, the 'Envelope A - Administrative part' of the tender should be submitted separately and comprise documentation related to the exclusion and ***selection criteria*** and the administrative forms. Tender Specification 7.2.2. Technical and professional capacity is part of the Selection criteria, so it should be submitted in Envelop A.
Envelop B shall contain only the Technical proposal.

No. 98 posted on 02/05/2018

Question: 98. Answers to questions

A lot of questions remain unanswered and also correction of some issues with the Excel files is outstanding. Please extend the deadline so that prospective tenderers have adequate time to process pending answers.

Answer:
Please note that taking into consideration the time for preparing and publishing the answers to all questions raised in regards to the tender and the respective modification, the EIT is publishing a corrigendum notice which will extend the deadline for submission of tenders.

No. 99

Question: 99. Technical question

- The description of "KICs Business Intelligence module" and "KICs Partner In/Out" are the same in "02.2018.op_.eitproc_tender_specification_it.pdf" document. Do these modules have the same functionality or the descriptions are not accurate?

Answer:
Please note that the corrected Tender Specifications were published on the EIT web site on 02 May 2018.

Set of technical questions No. 100 – 114:

Please note that the EIT has provided clarifications on the below questions based on the currently available information in order to address questions raised by potential tenderers. Tenderers are required to demonstrate compliance with the technical and professional capacity criteria as indicated in the procurement documentation.

Question No.100: Can you describe the business profile of EIT Grant Management System? (Simple / complex data-centric business application, Simple / complex workflow application that automates complex business process, Accounting software, Data management, Document automation, Enterprise resource planning, Field service management, Financial software, Project management software, Reservation systems).

Answer:
The EIT Grant Management System is a complex data-centric business application, with complex workflow application that semi-automates certain business processes combining elements from project management, data and financial management. Please also see the answer for Question 101.

Question No.101: What are the key features of Grant Management System?

Answer:
The key features of the Grant Management System are represented by the 4 database-driven (MS SQL Server) modules for the management of grants (implemented in the form of large-scale projects by hundreds of partners in the form of activities, which are projects with a linked budget/ timeline/ outputs/ Key Performance Indicators (KPIs)). These 4 main modules are:
1) Business planning for the management of annually submitted plans for the above mentioned large-scale projects,
2) Grant reporting for the management of annual reporting (receiving deliverables, outputs, KPIs linked to the implementation of all activities for a certain time period), and
3) Partnership management for the management of partners that are members in one or more of the above mentioned large-scale projects (entry, exit, key identitiy data such as legal and financial registration data, address, contact person etc.);
4) KICs Business Intelligence module - provides a data warehouse of KICs strategic information . This module serves projecting financial and performance indicators on a multiannual perspective. Henceforth, it supports KICs activities and facilitates EIT strategic decision making on the KICs.
For these modules, data entry is realized through 2 channels: upload of bulk data via Excel templates or directly through a SOAP API. For the Partnership management module also manual editing is supported for individual entries.

Question no.102: Can you provide a rough estimation regarding the spent software development related working days of EIT Grant Management System?

Answer:
Based on our experience an estimated 1500 man-days were needed for development of the EIT Grant Management System in the past 4 years.

Question No.103: What can we know regarding the software engineering metrics of the source code? (for example: cyclomatic complexity , number of files, lines of code)

Answer:
Please find below the requested software metrics parameters:
- The overall source code contains about 500 000 lines of code not including .NET and Client libraries;
- Software languages used (percentage distribution): 64% C#, 15% SQL, 10% Javascript, 4% HTML, 3% ASPnet, 4% others (CSS, XML, DOS batch, Powershell, MSBuild script etc;
- The number of files amount to about 5200 files;
- The workflow related code is handled in the business logic of the application;
- The average cyclomatic complexity (Microsoft Visual Studio 2015 metrics): 1311;
- The average depth of inheritance: 4.74.

Question no.104: What kind of SharePoint Application is the EIT Grant Management System? (SharePoint Apps (SharePoint-Hosted App, Cloud-Hosted Apps) or a Farm Solution)

Answer:
EIT Grant Management System is a Farm Solution.

Question No.105: What type of SharePoint API is used in EIT Grant Management System? (.NET client-side object model (CSOM), JavaScript object model (JSOM), REST, Server object model)

Answer:
The Server Object Model API is the most commonly used SharePoint API for the EIT Grant Management System.

Question No.106: What can we know regarding the complexity of SharePoint customizations (Site branding, Timer Jobs, Event Receivers, Worfklows, Application Pages, Web Parts, User Controls, Lists)

Answer:
Please find below the requested data about the SharePoint customizations:
Number of SharePoint Timer Jobs: 7
Number of SharePoint Event Receivers: 5
Number of SharePoint Workflows: 0
Number of SharePoint Application Pages: 41
Number of SharePoint Web Parts: 28
Number of SharePoint User Controls: 57
Number of SharePoint Lists / Document Libraries: 50
Site branding is minimal (custom fonts, styles, master page).

Question No.107: What can we know regarding the complexity of the SharePoint data flow in EIT Grant Management System? (Number of SharePoint lists, list item counts, allocated storage space)

Answer:
The following estimative information can be provided on complexity of the SharePoint data flow, per type of application:
1. Business planning - the Document Libraries contain approximately 5 400 documents that allocates 11 GB space. In addition, 17 SharePoint Lists are used to store configuration data.
2. Filing Register - The three main registry stores contain approximately 30 000 documents that allocates 25 GB space. Additional master data is stored in 11 SharePoint lists.
3. Grant Reporting - The three document libraries contain approximately 46 000 documents that allocates 155 GB space. In addition, 19 SharePoint Lists are used to store configuration data.
4. Partnership Management - The Partner Document Library contains approximately 4 000 documents that allocates 2GB space. In addition, 3 SharePoint Lists are used to store some configuration data.

Question No.108: What can we know regarding the complexity of relational data flow within the existing Custom Applications of EIT? (number of database tables, record counts, allocated storage space)

Answer:

The following estimative information can be provided on the complexity of relational data flow within the existing Custom Applications of EIT, per type of application:
1. Business Planning - Approximately 500 000 records are stored in 20 tables that allocates 650 MB space in the relational database.
2. Filing Register – N/A .
3. Grant Reporting - Approximately 500 000 records are stored in 73 tables that allocates 600 MB space in the relational database.
4. Partnership Management - Approximately 11 000 records are stored in 14 tables that allocates 20 MB space in the relational database.
5. KICs Business Intelligence module - approximately values: 150 000 records are stored in 95 tables that allocates 180 MB space in Import database ; 650 000 records are stored in 44 tables that allocates 600 MB space in Staging database ; 1 700 000 records are stored in 89 tables that allocates 700 MB space in DWH database.

Question No.109: How are modules of EIT Grant Management System integrated to each other?

Answer:
Via a common database model.

Question No.110: How are modules of EIT Grant Management System integrated to Corporate Applications?

Answer:
Business Planning, Grant Reporting and Partnership Management register documents in Filing Register and send notifications to users through the Filing Register. Both functions are invoked via Web Service interface. Business Planning and Grant Reporting applications query partner data and master data from Partnership Management via Web Service interface. Business Planning reads the database of Grant Reporting when it compares planned data to reported data. Grant Reporting reads the database of Business Planning when it compares reported data to planned data. KICs Business Intelligence module reads Business Planning, Grant Reporting, Partnership Management databases in order to build the content of Staging database. KICs Business Intelligence also reads the Import database which contains archived data.

Question No.111: How many concurrent users are using the application during normal hours and rush hours?

Answer:
On the Grant Management platform there might be a peak of 50-60 users during documents submission (before a deadline). The normal users access is around 10-20 users.

Question No.112: Which browsers are supported by EIT Grant Management System?

Answer: The main supported browser is MS Internet Explorer but most functionalities are compatible with the Chrome and Mozilla browser.

Question No.113: Are the components ("EIT Knowledge Management Platform", "Web-based Extranet", "EIT Grant Management System") related to each other or they are independent applications?

Answer:
These components are independent but they share the same physical platform.

Question No.114: Will the components be migrated to SharePoint 2016 before the execution of the contracts or migration tasks should be planned as a part of contract?

Answer:
A migration to Sharepoint 2016 is very unlikely to happen before the execution of the contract. It might be planned within the contract.

No. 115

Question: 115. Answers to questions

I would like to inquire about the expected announcement of the answers given to our questions sent on 9 April regarding the “Call for tender 02/2018/OP/EITPROC”, when will they be officially communicated out on the official website of EIT?

Answer:
The answers were published on the EIT website on 02 May 2018.

No. 116

Question: 116. Answers to questions

We have sent a lot of questions for the invitation to tender in subject. We have also reported defects in Excel files, which hinder us to present all the aspects of our project references. In addition, we have reported deficiencies of the financial evaluation sheet.We have not received any answers although the first set of questions was sent as early as 12/04/2018. There is a single set of answers published, dated 23/3/2018. Considering that the deadline is in 6 calendar days, it is impossible to submit our technical and financial offer unless a) all our questions are answered and b) a reasonable extension is granted so that we can process all the answers.I attach all the four unanswered sets of questions for your convenience.
Please react to the above as soon as possible.

Answer:
Please note that the deadline for submission of tenders was extended to 29 May 2018. The excel sheets including the financial evaluation sheets were corrected and published on the EIT website, on 02 May 2018 and 08 May 2018.

No. 117

Question: 117. Connection table – Projects Evaluation for Lot 2 – Error in calculation of the number of projects with Grant management

In Attachment 4.2 (Connection Table – Lot 2), sheet "Projects Evaluation", the formula for cell G10 calculating the number of project references related to Grant Management application contains an error (it takes input from column P of "Project List Table" instead of column O).
Please correct the respective formula to correctly count the number of project references.

Answer:
Yes, there was an error in the excel file. The revised Attachment 4.2. was published on the EIT website on 08 May 2018. During the submission of the tender please use this version of the Attachment 4.2.

Please also be reminded that the provided excel files are just an aid in the evaluation, kindly check the final output and if you find any mismatch or inconsistency, please make sure to apply the needed correction before the final submission.

No. 118

Question: 118. Financial Capacity, ANNEX 3 – "Standard Submission Form"

With reference to the Evidence for the economic and financial capacity of the Selection Criteria, it is stated that the successful tenderer shall provide (upon request) proof that they meet the selection criteria, i.e. financial statements (balance sheets & profit and loss account) for the last two financial years for which accounts have been closed, or equivalent documentation (e.g. where company law in the country in which the tenderer is established does not require the publication of the balance sheet).
However, in the updated version of "Annex 3 – Standard Submission Form" in Section 3 the Tenderer is requested to enclose copies of Profit and Loss Account/ Income Statements for the last two closed financial years.
Could you please clarify whether the proof regarding our financial and economic capacity should be included in our tender or provided upon award?

Answer:
The Tenderers are asked to submit the copies of the Profit and Loss Account/ Income Statements or equivalent documentation for the last two closed financial years as indicated in Annex 3 – Standard Submission Form.

The Tender Specifications were updated and re-posted on the EIT website, with the following modifications:
"*The tenderers shall provide the following proof that they meet this selection criterion:*
• financial statements (balance sheets & profit and loss account) for the last two financial years for which accounts have been closed, or equivalent documentation (e.g. where company law in the country in which the tenderer is established does not require the publication of the balance sheet);"

In case the Tenderers will not enclose these documents to the offer, they will be requested to provide them at the evaluation phase.

No. 119

Question: 119. Technical question

With reference to the “attachment_4.1_connection_table_-_lot1” and the “attachment_4.2_connection_table_-_lot2”, there are still cells containing formulas which do not automatically generate after filling the Technical Expertise Table.
Please, amend the “Technical Capacity” matrix to correctly count the number of staff per technology.

Answer:
The excel files Attachment nr.4.1 and Attachment nr.4.2 have been updated on 08 May 2018 and posted on the EIT website. Please use those files.

Please also be reminded that the provided excel files are just an aid in the evaluation, kindly check the final output and if you find any mismatch or inconsistency, please make sure to apply the needed correction before the final submission.

No. 120

Question: 120. Page numbering - offer

Could you please clarify whether the requirement of the Invitation Letter “Tenderers are kindly asked to number the documents placed in each envelope and provide in English the lists of numbered documents concerning each envelope”, refers to consecutive page numbering?
If so, could you please clarify whether consecutive page numbering per document is acceptable, or shall be applied to the whole Tender?

Answer:
Yes, the reference in the invitation letter refers to consecutive page numbering of the documents placed in each envelope. You should provide in English the lists of numbered documents concerning each envelope.

Yes, consecutive page numbering per document is acceptable, provided that you also enclose the lists of numbered documents.