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| **Technical evaluation questionnaire – Lot 2** |

Call for Tenders 02/2018/OP/EITPROC LOT2

Name of the tenderer : ……………………………………………………………………………

**Points will be allocated for each questions of the three criteria according to the following system:**

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| **Points awarded[[1]](#footnote-1)[1]** | **Definition** |
| 0% | No evidence / total failure: The tender totally fails to address the question under examination, or cannot be assessed due to missing evidence. |
| 20% | Very poor: The question under examination is addressed in an incomplete and unsatisfactory manner; serious concerns. |
| 40% | Poor: The question under examination is partly addressed but with a few major gaps or issues. |
| 60% | Satisfactory: The question under examination is generally addressed with only a few minor issues (up to 3 minor issues). |
| 70% | Fair: The question under examination is fully addressed and the tender responds to all requirements of the Agency with no issues being identified. |
| 80% | Good: The question under examination is fully addressed, the tender responds to all requirements of the Agency and it offers some added values. |
| 90% | Very good: The question under examination is fully addressed, the tender responds to all requirements of the Agency and it offers good added values. |
| 100% | Excellent: The question under examination is fully addressed and the tender offers excellent added values. |

**Maximum overall score**

The maximum overall score for each tender will be calculated as the sum of the individual scores for the criteria. The total score of each criteria will be calculated as the sum of all the individual scores of the questions.

**Thresholds**

In order to guarantee for a minimum level of quality, tenders that do not reach a minimum of 60% of the maximum overall score for the technical evaluation will be eliminated from further evaluation (i.e. 60 points minimum, out of the overall total of 100 points) for this lot.

In addition, tenders that do not reach a minimum score of 50% for each criterion of the technical evaluation will be considered of insufficient quality and will be eliminated from further evaluation for this lot.

# Evaluation of the offer – Technical EVALUATION LOT 2

## Quality of the tenderer’s proposal for the overall management of the services (20 points)

### 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 software development of the EIT core business applications** in order to be operationally ready (**10 points** max 1200 words)

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| Reference: ………. |

### Describe how you verify that the staff you propose match the requirements mentioned in the requests (particularly concerning the conformance with the profiles, the technical and language skills)? (**5 points** max 600 words)

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| Reference: ………. |

### How will you try to assure the availability of the proposed staff at the start and during the implementation of the contract? Explain in detail what you will do in case of non-availability at the different steps of the ordering procedure (**5 points** max 600 words)

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| Reference: ………. |

## Quality of the tenderer’s proposal for monitoring the services delivery (24 points)

### Describe the support services that you propose to offer to your staff during the execution of a contract in the premises of the AGENCY **(5 points -** max 600 words**)**

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| Reference: |

### Describe how you propose to manage the preparation of your staff working in time and means in the premises of the AGENCY **(5 points -** max 600 words**)**

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| Reference: |

### Describe how you guarantee knowledge sharing in a way that avoids that individual staff becomes ‘single point of failure’ **(7 points -** max 600 words**)**

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| Reference: |

### Describe the modalities with which you aim to manage requests for changes and new development and the risk related **(7 points -** max 600 words**)**

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| Reference: |

## Quality of the technical proposal in the domain of the tender (56 points)

### Considering the description of the tender and the profiles in the service requirements, give your global analysis on the following points.

#### Describe a development model suitable for a medium sized software development project and how you would proceed in tailoring to the AGENCY environment particularly in terms of:

#### a) tools used b) source control c) deployments d) dependencies

#### **(18 points – max 1800 words)**

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| Reference: |

#### Describe how you would handle an urgent maintenance/bug fix request from the AGENCY, explaining how you would ensure the necessary technical expertise, sufficient capacity and appropriate testing and follow up.

#### **(9 points – max 1200 words)**

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| Reference: |

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#### Describe the steps you would take for major software/system upgrade and how you would test and ensure compatibility with related services/applications.

#### **(9 points – max 1200 words)**

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| Reference: |

#### Describe how you would accomplish the recreation of the AGENCY application/systems environment in your own systems when executing deployment tests.

#### **(6 points – max 1200 words)**

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| Reference: |

#### In the context of a software project, the contractor may be presented with an initial set of requirement specifications which are only partially complete and do not cover some aspects of the needed features. Explain your approach to identifying and handling the missing requirements.

#### **(8 points – max 1200 words)**

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| Reference: |

#### Describe how is security and data privacy taken into account by your Organisation during the software development life cycle and which EU rule are followed and how they are implemented.

#### **(6 points – max 1200 words)**

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| Reference: |

1. [1] 100% equals the maximum number of points achievable per question  [↑](#footnote-ref-1)