Object: Invitation to tender No 10185 – Additional information no 4
Title: "Computing services – maintenance of the SEI-BUD/AMD/CR systems and related services"
Ref.: Requests for additional information of 04/04/2008 (A/5395 and A/5396)
      Request for additional information of 07/04/2008 (A/5472)

Dear Sir / Madam,

Please note the following answers to some questions raised in the context of the above-mentioned invitation to tender:

Q1: Regarding Annex 6.9 CV Summary.
    Questions:
    a) what does the “Number Min/Max” column refer to exactly? Does it refer to the minimum and maximum number of CVs presented in the offer per profile?
    b) what does the column “Ref nr” refer to? Does it refer to the CV numbers quoted inside each CV?
    A1: a) "Number Min/Max" refers to the minimum and maximum number of CVs, which shall be provided for the given profile.
         b) "Ref nr" refers to the reference number allocated by the tenderer to the given CV.

Q2: Regarding the CV form.
    Questions:
    a) Can the ‘employee’ relationship between employee-employer be ticked for employees who have an indefinite contract with the company for services and provide invoices to the company?
    b) Could you please define the term ‘employee’ as used in the CV form?
    c) Should the Tenderer delete the rows in the software/method expertise table for each software/method that the candidate does not have expertise in?
d) additional software tools are to be added at the end of the software/method expertise table or could they be added at the appropriate category? E.g. if a candidate has experience in MS Access should this be added under the category 'Databases' or should it be added at the end of the table?
e) Should the field 'Date available' be filled in for lots 1 and 3 even though these services are primarily performed at the tenderer’s premises?

A2:  
a) Yes
b) The "Employee" is a person working for the tenderer, who provides services for a wage or salary.
c) No. The tenderer shall leave those rows empty.
d) Additional software tools shall be added at the appropriate category.
e) The field "date available" shall be filled in.

Q3:  Regarding the CVs description of the profiles.

Questions:

a) what does the term ‘in depth knowledge’ translate to in terms of the number of months’ experience?
b) the same question (a) applies for the terms ‘sound knowledge’ and ‘good knowledge’.
c) Does the requirement of ‘University degree in a relevant subject’ preclude candidates who have a Bachelors degree in a non-relevant subject but also have a Masters in a relevant subject?

A3:  
a+b) There is no conversion rate between minimum number of months' experience and the term "in depth knowledge", "sound knowledge" and "good knowledge". It is up to the tenderer to assess the knowledge of proposed person(s).
c) In the situation as described in the question the proposed person has required education.

Q4:  If the tenderer provides in his offer the maximum number of CVs allowed and during the selection phase some CVs are rejected, however the numbers of CVs that are accepted comply with the minimum number of CVs per profile (listed in Annex 6.11), will the tenderer be rejected?

A4:  No. If the number of CVs accepted during the evaluation phase, irrespectively of the total number of submitted CVs, is higher than minimum threshold the tenderer will be selected.

Q5:  Do pages which include cover page and pages with tables of content, figures, etc. count towards the quoted maximum of 10 or 15 pages for the award criteria documents?

A5:  The elements mentioned in the question shall be included in the size limit (10 or 15 pages) of the relevant documents to be provided.

Q6:  Regarding Annex 6.14, Best Practice Documents, could you please confirm that the reference to the provision of a ‘typical example’ means the provision of a sample of the contents of a best practice document? For instance, for DOC-SYS-DES the tenderer is to provide only the table of contents and a sample of the contents, but not an example per se of a high-level design of an application.

A6:  We confirm requirements for Best Practice Documents as set out in Annex 6.14. We would like also to remind that, in accordance with the provisions of this annex, the
Publication Office and the project owner reserve the right to consult the complete document.

Q7: Regarding Annex 6.14, Best Practice Documents, could the tenderer include in his offer more than one document for each type of documentation? For example, could the tenderer submit two distinct documents (each addressing a different business case) for the DOC-SYS-REQ type of document?

A7: No, the tenderer shall only submit one document per type of Best Practice Documents.

Q8: Regarding the tenderer’s proposal to fulfill the conditions of the SLA, could you please confirm that all the aspects mentioned (organization, request handling, methods, etc.) must all be within the 15 page maximum limit?

A8: We confirm restriction concerning the size of documents to be provided. See also above answer to the question no 5.

Q9: Could you please provide us with detailed Instructions of Completion regarding the CV Summary-Invitation to tender AO 10185 table.

Questions:

a) Could you please specify if the Profile type column should be completed with the exact titles of the profiles, presented in the Profiles required (Code) column of the CV description table, in Annex 6.11, page 78? For example, the profile type field for a Project Manager should be completed with: “Project Manager (PRO-MAN)”?

b) Could you please specify if the Number Min/Max column should be completed with both the minimum and maximum number of the presented CVs for each Profile type?

c) Could you please specify if the Ref nr column corresponds to the CV No mentioned in the CV form (page 72)? Please detail;

d) Could you please specify if the PARF reference(s) (if any) column corresponds to the project references presented, which the Candidate is/was involved in? Please detail.

A9: a) It is up to the tenderer to decide if the "Profile column" will be filled in with an exact profile title, or with a profile abbreviation only.

b) See above - answer to the question no 1a).

c) See above – answer to the question no 1b).

d) "PARF reference(s)" column refers to the project(s), which the tenderer presented and in which proposed person participated.


Questions:

a) “There should be no unaccounted chronological breaks”, CV form (page 71); Could you please specify if the Candidate should exclude from his/her CV irrelevant projects/activities/references that he/she was involved in which may cause a chronological break?

b) “...the required expertise and experience for each profile is verified against the information included in the corresponding CV form”, CV form (page 71). To our understanding this phrase does not imply that the proposed CVs must cover all the technologies listed in the “CV software/method expertise page” table. If our understanding is not correct, please elaborate for Lot 1;
c) Please be kind to specify if the “Address/Tel” field should contain the company’s or the Candidate’s information;

d) Could you please specify if the months in the “CV software/method expertise page” should be calculated in accordance with the Candidate’s experience mentioned in the CV (CV experience page) or the Candidate’s experience in general? For example, a Candidate X has experience in C++ for 12 months from his educational studies and 12 months from an irrelevant project which is not mentioned in his CV form. The correct total months will be zero, 12 or 24? Please detail;

e) Could you please specify the amount of months of professional experience which corresponds to each expertise level (Base, Standard, Expert), mentioned in the “CV software/method expertise page” table?

f) Please be kind to specify if the “1 year @ 50% = 6 months” in the ‘TOTAL (Years + Months)’ field of the ‘CV Professional experience Experience page’ is in fact (or symbolizes) “1 year × 50 % = 6 months”?

g) Could you please specify which is the desirable length for the “Short description of project/activity (if no PARF form exists)” text field, in the “CV professional experience” Experience page?

A10:  

a) No. There should be no unaccounted chronological breaks.

b) Each CV submitted for given profile shall fulfil all the requirements related to this profile.

c) Company address/tel in case of company employees, contact address/tel in case of freelancers.

d) The months are calculated from the successful end of her/his education career. In the example proposed, if C++ is required the months to be considered are 12 (0 for her/his educational studies + 12 for the referenced experience).

e) There is no conversion rate between minimum number of months’ experience and the different expertise levels. It is up to the tenderer to assess the knowledge of proposed person(s).

f) Your understanding is correct.

g) It is up to the tenderer to decide on it. Nevertheless, description of the project in which proposed person participated (CV experience page) shall not exceed one A4 page.

Q11:  


Questions:

a) To our understanding, both the “Dedication (%) (Full time = 100 %)” field (page 76) and the “Dedication (%))” field (page 77), should be completed with the percentage of time during which the Candidate has worked effectively on the presented project. For example, if the Candidate participated in a project from 01/2007 to 12/2007 and he has worked effectively for 3 days/week and 4 hours/day, his Dedication to the project is 30 %. If our understanding is not correct, please elaborate;

b) To our understanding both the “Total (Years + Months) (Including dedication: 1 year @ 50 = 6 months” field (page 76) and the “Total (Years + Months) “ field (page 77) should be completed with the amount of months during which the Candidate has worked effectively on the presented project. For example, if the Candidate participated in a project from 01/2007 to 12/2007 and has worked effectively for 3 days/week and 4 hours/day, his Total is 3.2 months. If our understanding is not correct, please elaborate;

c) The column Period of the Professional Experience Summary should be completed for all the projects presented in the CV Professional Experience page?
d) In case a Candidate participated in a Project with two roles (i.e. Project Manager and Senior analyst) how will be estimated the involvement of the Candidate in each profile?

e) In case a Candidate participated in a Project as a Senior Analyst for 5 months and as a Senior Analyst Programmer for 8 months the specific project should be presented in the Professional Experience Summary in two rows and according to the role of the proposed Candidate?

A11: a+b) Your understanding is correct. Nevertheless, with regard the question a), the Total shall be 3.6 months (30% x 12 months), and not 3.2 months as in the question.

c) Yes.

d) The tenderer shall provide accurate and true information concerning the involvement of the proposed person in each profile.

e) See answer to the question no 2, Additional information no 3 (01/04/2008).

Q12: General Invitation to Tender, Annex 6.11, page 78: “The maximum number of CVs to be provided is the minimum number plus 2”.

**Question:**

To our understanding the number of CVs to be provided is the minimum number of CVs per profile plus 2 (and not the minimum number of CVs per lot plus 2)? For example, for Lot 1 the minimum number of CVs to be provided is 9 and the maximum is 21. If our understanding is not correct, please elaborate;

A12: See answer to the question no 17 – Minutes of the Information Session (01/04/2008).

Q13: General Invitation to Tender 10185, Annex 6.11 CV-Description, “University degree, in a relevant subject”, pages 79, 80.

**Question:**

Could you please state a detailed list of degrees which are the “relevant subjects” for each of the profiles requested for Lot 1? Please provide us with a list regarding the following profiles: Project Manager (PRO-MAN), Technical Consultant (TEC-CONS) and Analyst-Programmer (ANA-PROG).

A13: A degree in computer science delivered by a University is considered as relevant. Subsequently, a degree in geography is for example not relevant for this call for tenders.


**Questions:**

Please be kind to provide us with detailed answers to the following questions, regarding the ‘Technical consultant: TEC-CONS’ CV profile description:

a) “Excellent knowledge concerning the technology used in the context of the lot where the candidate applies”; could you please elaborate further on the term “technology used”, specifying for Lot 1?

b) It seems to be a contradiction between the following phrases: “Ability to participate in multilingual meetings...” and “Good knowledge of English or French”; could you please specify if the Candidate should have good knowledge in one or both of the above mentioned languages?


b) Proposed person shall have good knowledge in one from those languages.

Questions:
Please be kind to provide us with detailed answers to the following questions, regarding the ‘Project Manager: Pro-Man’ CV profile description:

a) “Willingness to use the project management tool as specified by the project owner”; could you please elaborate further on the term “project management tool”?
b) General technical knowledge on the other aspects related to the project”; could you please elaborate further on the term “other aspects”?
c) “Usage of methods and techniques for reporting”; could you please provide a list of the “methods and techniques” required, specifying for Lot 1?
d) “Professional project management certification will be considered an asset”; to our understanding, project management professional certification is not a mandatory asset for the Project Manager’s profile. If our understanding is not correct, please detail;

e) “Practical hands-on experience with most stages of the system development life-cycle”; could you please elaborate further on the term “most stages”, specifying for Lot 1?
f) Could you please explain the term “Proven experience with quality procedures”, in terms of years of experience?

A15: a) See answer to the question no 5 – Minutes of the Information session (01/04/2008).

b) Please read the Technical Annex 6.19.

c) There are no specific methods or techniques required for reporting. The candidate shall demonstrate its knowledge in using reporting tools

d) See answer to the question no 2, Additional information no 1 (25/03/2008).

e) Technical analysis, technical specifications and software architecture, software development, testing, packaging, deployment, documentation.

f) There is no specific requirement concerning the minimum required experience.


Questions:
Please be kind to provide us with detailed answers to the following questions, regarding the ‘Analyst-Programmer – ANA-PROG’ CV profile description:

a) “Successful training in computer science by a competent institute”; could you please elaborate further on the term “competent institute”?
b) It seems to be a contradiction between the following phrases: “Ability to participate in multilingual meetings...” and “Good knowledge of English or French”; could you please specify if the Candidate should have good knowledge in one or both of the above mentioned languages?

c) “3 years of programming experience in the programming languages currently used in the lot when the candidate applies”; could you please elaborate further on the term “programming languages”, specifying for Lot 1?

A16: a) University, or university level education entity.

b) Proposed person shall have good knowledge at least in one of those two languages.

c) Java, C++, XSLT, Unix scripts, and SQL

Question:
Could you please provide a detailed list of “reporting and bug tracking tools”;

A17: There are no specific requirements for the Tester: with regard to the knowledge of specific reporting and bug tracking tools.


Question:
“Ability to prepare user friendly, exhaustive and accessible pedagogic documentation, in French as well as in English”; could you please elaborate further on this phrase? Does working experience in Technical Writing cover this requirement?

A18: The tenderer shall evaluate the ability of the proposed candidate to produce the documentation as required.


Questions:
Please be kind to provide us with detailed answers to the following questions, regarding the ‘Information Systems Trainer: INF-SYS-TRAI’ CV profile description:

a) It seems to be a contradiction between the following phrases: “Prepare and give training courses about the developed system in different languages” and “Good knowledge of English or French”; could you please specify if the Candidate should have good knowledge in one or both of the above mentioned languages?

b) “Excellent communication and pedagogical skills required”; could you please elaborate further on the term “pedagogical skills”? Does working experience in training cover this requirement?

A19: a) Proposed person shall have good knowledge at least in one of those two languages.

b) The tenderer shall evaluate the ability of the proposed candidate to provide the required services as they have been requested.

Q20: Annex 6.13 PARF Form

Questions:

a) Could you please specify if the Project References must cover specific technologies / methodologies / tools proving the relevant experience of the Tenderer or the relevant subject of the project is adequate criterion independently the technologies/methodologies/tools used? Please provide us with a detailed answer.

b) Could you please declare if there are any constraints as regards the starting date of the project references provided by the Tenderer?

c) In case of on-going project references, is there a constraint in the proportion of person days that should have already been consumed? For example, is the Tenderer able to provide a project reference where a proportion of 10% of the estimated volume has only been consumed up to date?

d) Based on the fact that Chapter 4.3 refers to the estimation of the annual workload in man-days, could you please specify whether an on-going project reference with no effort consumed up to date is acceptable or not?
e) Since the Tender concerns Framework Contracts, could you please specify whether relevant Framework Contracts are acceptable as project references or not? In that case, should the estimated volume of the reference correspond to the estimated volume of the relevant Lot of the Framework Contract?

f) In case that none of the proposed employee (CVs) participate in the presented PARF the field Staff References should be blank. Please confirm that our understanding is correct.

A20: a) For requirements concerning PARFs to be submitted see point 2.6.2.2. of Specifications.

b) There are no constraints concerning the starting date.

c+d) Answer to this question can be found on the page 87 of Specifications – On going projects are acceptable as reference but the tenderer can rely only on their executed part.

e) Answer to this question can be found on the page 87 of Specifications – Framework contracts are acceptable as reference, but the tenderer can rely only on their executed part.

f) Your understanding is correct.

Q21: Annex 6.15 Quality Expectations and services proposal, page 97, “Infrastructure”.

Question:
Could you please specify if the technical infrastructure corresponds to the existing Contractor’s technical infrastructure or to the appropriate technical infrastructure for the successful implementation of the start-up phase for each relevant assignment?

A21: The tenderer shall describe its technical infrastructure with a reference to a given lot.

Q22: Cover Letter, point 7, “Tenders must be: signed by the tenderer or his duly authorized representative;”

Question:
Could you please indicate if all pages of the Tenderer’s offer have to be signed or if it is sufficient for Tenderers to sign just the cover letter of their offers?

A22: Please see page 8 of the Specifications.

Q23: General Invitation to Tender 10185, page 15/157.

Question:
To our understanding the maximum number of pages (i.e. 15 pages for the Quality Assurance and Project Management Document) do not include the cover pages meaning the Table of Content, Abbreviations, Acronyms, Table of Figures, etc. Please confirm that our understanding is correct.

A23: Elements mentioned in the question are included into the size limit. See also above answers to the questions no 5 and 8.


Questions:

a1) Could you please specify the effort requested in the field “On-call services - one week/outside the normal working hours”?

a2) Could you please also specify the profiles that will be requested and the effort in person/hours/days of each one of them?

a3) Could you please specify the hours per day for this one week work?
a4) The working days corresponds to seven (7)?

a5) Please detail how many hours are out of the normal working hours?

a6) Please elaborate further on how the Tenderer should complete this field.

b) Based on the Tender Specifications each Tenderer should present a Time plan for the Hand over and Take over phases which last 4 months. To our understanding the prices for the hand over and take over will be calculated based on the proposed hand over and take over plans. Nevertheless, the Tenderer can provide efficient take over and hand over in fewer months. Please specify if the Tenderer should present the take over and hand over price that correspond to the duration of the 4 months. Could you please specify how the take over and hand over prices will be evaluated in the financial offer?

c) Could you please specify if the requested daily rates correspond to Fixed Price or to Time and Means request for services?

d) Could you please send us the specific form in electronic format in order to be completed in accordance with your requirements?

A24:  a1+a2) Answer to this question can be found on the page 38 of the Specifications the Publications Office will require the availability of one person of lot 1 on 24x7 basis. This person will be the point of contact for the Publications Office to report any incident that needs immediate attention

a2) Monday –Sunday 24h per day (during the critical weeks).

a3) Yes.

a4) See answer to the question a2 above.

a5) The tenderer shall propose the fixed price per one week for on-call services.

b) The tenderer shall provide a fixed price for take-over / hand-over phase, which shall not exceed 4 months. Price for hand-over is included into the Estimation Form.

For information concerning take-over see answer to the question no 5, Additional information no 3 (01/04/2008).

c) The requested daily rates shall be the same of Fixed Price projects as well as for Time and Means.

d) The tenderers have received electronic version of the Specifications, including the form in question, together with its paper copy. Additionally, electronic version of the Specifications is available on the Internet site of the Publications Office:


Q25:  Annex 6.1 Price Schedules and Estimation Forms, Estimation Form, page 50/157

Questions:

a) Could you please specify the effort requested in the field “On-call services - one week/outside the normal working hours”? Could you please also specify the profiles that will be requested and the effort in person hours and/or days of each one of them? Could you please specify the hours per day for this one week work? The working days corresponds to seven (7)? Please detail how many hours are out of the normal working hours? Please elaborate further on how the Tenderer should complete this field.

b) It is mentioned in the financial form “Total Price for six years (price per week X9X6)”. Could you please elaborate further on this? To our understanding the “X6” correspond to the six years. Please confirm. Could you please specify the mean of “X9”?

c) Could you please send us the specific form in electronic format in order to be completed in accordance with your requirements?
d) To our understanding the Tenderer should be present the same daily rate for the Fixed Price and Time and Means assignments? Could you please confirm that our understanding is correct?

e) Could you please specify how the handover price will be evaluated in the financial offer?

A25:  
a) See above - answer to the question 24 a1).

b) Answer to your question can be found on the page 35 of the Specifications. During the year 2008 there are 9 weeks, considered to be critical. Therefore, for the purpose of estimation, a multiplication x9 of the price for one week was introduced.

c) See above - answer to the question 24 d).

d) See above - answer to the question 24 c).

e) See above - answer to the question 24 b).

Q26:  
Could you please specify in detail the formula that OPOCE will follow in order to calculate the P (stands for the final total price of relevant the tender as specified in the page 18/157 of the Tender Specifications) for the Tenderer?

A26:  
P is an equivalent of Total from the relevant Estimation Form.

Q27:  
Annex 6.15 Quality Expectations and services proposal, “The company approach to improve the quality of software deliveries”

Question:
Could you please elaborate further on this? Please specify the type of software deliveries. The Tenderer’s should describe his approach as regards all the deliverables concerning the software and in particular source code, documentation, etc?

A27:  
The tenderer shall provide as a part of the bid "The company approach to improve the quality of software deliveries". Therefore, it is up to him to decide on the approach, and on types of deliverables which quality he would like to improve.

Q28:  
Annex 6.15 Quality Expectations and services proposal, “Example documents to illustrate the description may be annexed”

Question:
Could you please specify the term “example documents”. According to this, the Tenderer could provide a summary “Quality Assurance and Project Management” document with reference for each one of its section to Annexes. Is that acceptable?

A28:  
Yes, but the size limits (10 or 15 pages in total) still applies. See also answers to the questions no 5, 8 and 23 above.

Q29:  
1. Preliminary information concerning the invitation to Tender – 1.2, “...which shall establish the basic terms for a series of Specific Contracts and/or Order Forms (“Orders”) to be concluded over its duration”, p. 5/157.

Question:
Could you please explicitly specify the differences between the envisaged Specific Contracts and Order Forms as regards the nature of tasks that each of those shall include their duration and the process for handling them on the Contractor’s side?

A29:  
Answer to this question can be found in the points 4.2.3 and 4.2.4 of the Specifications.
Q30: 1. Preliminary information concerning the invitation to Tender – 1.3. “The detail per lot for a period of contract’s maximum duration is as follows: lot 1: 3,900,000 euro, lot 2: 1,000,000 euro, lot 3: 2,100,000 euro”, p. 5/157 AND 2. The Tender and the Evaluation, 2.6.1.2., “The amount representing the estimated volume of the contract per lot for which the Tender is submitted for three years (lot 1 – 1,195,000 euro, lot 2 – 500,000 euro and lot 3 – 1,050,000 euro)…” p. 12/157.

**Question:**
Page 5/157 refers to the estimated volume of the contract for the maximum duration of the contract (i.e. 6 years) while page 12/157 refers to the estimated volume of the work for the first three years. For both lots 2 and 3, the latter is exactly the half of the first (i.e. 500,000 to 1,000,000 for lot 2 and 1,050,000 to 2,100,000 for lot 3) while for lot 1 and for the first three years a thirty one per cent (31%) of the total volume is expected (1,195,000 to 3,900,000).

Is this really the case? Is the Tenderer to expect an increase of the work during the second half of the overall duration of the Framework Contract for Lot 1?

A30: **See answer to the question no 3 – Minutes of the Information Session (01/04/2008).**


**Question:**
The Table of page 25 refers to the services requested for each lot. It is our understanding that the Project Manager of the Lot 1 Contractor will be responsible for the management of the tasks performed within the described services while the Project Manager of the Lot 2 Contractor shall be responsible for the overall management and acceptance of the project running to date. Please confirm.

A31: **Your understanding is correct.**


**Questions:**
a) Could you please specify the place of performance of the work (Contractor’s premises/OPOCE’s Premises)
b) and the nature of requests (fixed cost / time and means) for all activities envisaged under Lot 1 as they are described in pages 25 and 26?

A32: a) **See answer to the question no 18 – Minutes of the Information Session (01/04/2008).**
b) All the activities envisaged under lot 1 may be request as fixed costs or time and means. The Contractor will be informed about the nature of the request at the moment when the request for service is sent to him.

Q33: 4. Technical Specification, Diagrams and typical Workflows, “…the tenderers applying for each lot will need to show an adequate grade of flexibility, a proactive attitude throughout the duration of the project and will have to take the necessary steps to assure high availability at short time.” p. 30/157.

**Question:**
Could you please elaborate on the afore mentioned requirements, indicating also at which part of the proposal the tenderers are expected to provide the relevant evidence of flexibility, proactive attitude and high availability?

A33: **Please refer to the section 4 of the specifications for additional details about the environment related to the aforementioned requirements.**
The information or documentation to be included in the tender's offer is clearly specified in the relevant sections of the specifications.

Q34: 4. Technical Specification, Co-operation between Contractors of different lots, “The pro-active cooperation with other lots Contractors is regarded as the key performance indicator for each lot Contractor” p. 30/157.

**Question:**
It is our understanding that the Contractor of a lot is not expected to communicate directly with the other lots contractors without the prior approval by OPOCE; instead, it is expected to have a smooth cooperation with the other two Contractors under the supervision of OPOCE. Please confirm.

A34: **Your understanding is correct.**

Q35: 4. Technical Specification, 4.3.1. lot 1 SLA, “After implementing the workaround, the incident could be reclassified according to the new situation (the severity of the problem could be downgraded from Priority 1 to Priority 2) to solve definitely the incident” p. 43/157.

**Question:**
It is our understanding that following the reclassification of the incident from Priority 1 to Priority 2 after a successful workaround, the overall incident resolution time for the new situation will not be affected by the resolution time needed for the workaround; this means that the 4 working hours for the response and 24 working hours for the resolution are applicable. Please confirm.

A35: **Your understanding is not correct. The clock will not be reset to zero after the reclassification and therefore 24 working hours limit will be calculated from the moment when the incident was reported.**

Q36: Annex 6.15 Quality expectations and services proposal, Proposal to fulfil the conditions of the Service Level Agreement, p. 96/157.

**Questions - organisation:**
a) “Description of the internal organisation and the procedures...”

It is our understanding that the Tenderer is expected to present here both the framework contract management team and the project team (at the level of each specific agreement) responsible for executing the services. Please confirm.

b) “Description of the internal organisation and the procedures...”

The term “procedures” refers to the lines of reporting between the different levels of the internal organisation. Could you please confirm that this is the case?

c) “For each role mentioned in the tenderer’s proposal it should be clearly indicated who will fulfill this role”.

Could you please specify what it is expected by the tenderers under this requirement?

**Questions - methods:**
d) It is our understanding that this requirement is fully covered by the presentation of the Tenderer’s service management processes, applicable to the envisaged contract. Please confirm.

e) Could you please confirm that annexes to the Project Management methodology and the Quality Assurance document are permitted here and they won’t be counted to the 15 page limitation of the document?
A36: a) It is up to the tenderer to decide what kind of internal organization he will set up/ use to deliver the requested services. This organization shall be described.
b) The term "procedure" refers to the procedures, which the tenderer will set up/ use to deliver the requested services. Those procedures shall be described.
c) The tender is expected to specify who will perform different roles / activities as described in his proposal.
d) The tenderer shall specify the methods which he will apply in order to fulfill the SLA requirements, as described in the technical specifications. The tenderer should not repeat the information provided in the "Tenderer's approach to quality assurance and project management in software development and IT/IS projects" document.
e) Annexes are permitted, but as already mentioned on the page 15 of the Specifications they are included into the size limitations. See also above, answers to the questions no 5, 8, 23 and 38.

Q37: General Invitation to Tender 10185, Section Four: Award Criteria, “In case where a document, including its annexes, submitted exceeds…” , page 15/157 and Annex 6.15 Quality expectations and services proposal, “Example documents to illustrate the description may be annexed”, page 94/157

Question:
Could you please elaborate further on this inconsistency? Could the Tenderer present some examples, documents, further details as Annexes in the Quality Assurance and Project Management document? Could you please elaborate further on the term “Example documents”?

A37: Examples, documents and further details are permitted, but as already mentioned on the page 15 of the Specifications they are included into the size limitations. See also above, answers to the questions no 5, 8, 23, 28 and 36e).
The term "Example documents" refers to any documents, which the tenderer would like to attach as an example.

Q38: General Invitation to Tender 10185, 4.2.5 On-call Services

Question:
The role of the available person will be the managing of the bux-fixing process ensures that the times for bug fixing resolution are respected. Could you please specify clearly if the Contractor’s effort that will be presented in the Tenderer’s financial offer corresponds ONLY to the available person’s effort or it includes as well the effort of the support actions leads to bug fixing resolution?

To our understanding the “on call services - one week / outside the normal working hours (fixed price)” field of the “price schedule” and “estimation form” should be filled in based on the following consideration:

Price Schedule: The fixed Price requested by the Contractor in order to allocate one person for one week, available in a 24x7 basis with the task to manage the bug fixing activities and to ensure that the times for bug fixing resolution are respected in accordance with the section 4.3.1 of the Technical Specifications.

Estimation Form: (The fixed Price requested by the Contractor in order to allocate one person for one week, available in a 24x7 basis with the task to manage the bug fixing activities and to ensure that the times for bug fixing resolution are respected in accordance with the section 4.3.1 of the Technical Specifications - as indicated in the Price Schedule table above) X (the number of critical weeks) X (the number of years).
Please confirm that our understanding is correct.

A38: The tenderers are invited to read point 4.2.5 of the Specifications, as well as answers to the questions no 24 and 25 above. The price for on-call services refers to availability of one person (point 4.2.5 of the Specification) during the critical weeks (see above answer to the question no 25).

The financial offer shall correspond to all the support actions leading to fixing given problem in the specified timeframe, which depends on the priority.

Q39: General Invitation to Tender 10185, “The Price Schedule and the Estimation Form shall also be provided electronically as an Excel Files”, page 17/157.

Question:

To our understanding the Tenderer will prepare and provide an excel file which present the Price Schedule and the Estimation Form as exactly presented in the Tender Specifications. Please confirm that our understanding is correct. In case that these forms should not be prepared by the Tenderer, could you please provide the excel file that should be provided by the Tenderer? Could you please provide us any form that should be provided by the Tenderer for reasons of uniformity?

A39: Your understanding is correct.

Yours sincerely,

António Carneiro
Head of unit