

## Call for tenders' details

Title: IT application and infrastructure management services (ITAIMS).

Start date: 15/04/2017

Time limit for receipt of tenders: 02/06/2017

Contracting authority: European Union Aviation Safety Agency (EASA)

Status: Closed

## Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	24/04/2017 15:37	26/04/2017 16:03	Section 3.3.1, Technical award criteria – 1. Rationale & Strategy	One of the topics to be covered is « lessons learned », i.e. « Based on the lessons learned from previous similar contracts, covering the services under areas 1 and 2 and considering the different contract types, which measures does the tenderer propose for the management of the concerned FWC, based on these lessons learned? » Incumbents of the current contract are best placed to provide a useful answer to EASA, given the inside information they have about both EASA and the current framework contract. Could you remove that question, as not all tenderers are in equal position to answer it ?	<b>26/04/2017</b> As per Section 3.2.3 Technical and Professional Capacity, Criteria a. and b., Tenderers must have references of work experience in the scope of this Tender. The Technical Award Criteria will be evaluated in view of the future Framework Contract within the scope of this Tender and not in view of past contracts.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
2	24/04/2017 15:37	26/04/2017 16:05	Section 3.3.1, Technical award criteria – 1. Rationale & Strategy	<p>One of the topics to be covered is « risks and opportunities of this FWC », i.e. « Describe which are the main risks and opportunities associated with the implementation of the concerned FWC; Describe the proposed approach on managing these risks (incl. mitigating actions) and maximizing the benefits for the opportunities identified. »</p> <p>Incumbents of the current contract are best placed to provide a useful answer to EASA, given the inside information they have about both EASA and the current framework contract.</p> <p>Could you remove that question, as not all tenderers are in equal position to answer it ?</p>	<p><b>26/04/2017</b></p> <p>The Technical Award Criteria will be evaluated in view of the future Framework Contract within the scope of this Tender.</p> <p>Information on the contract is provided in the Technical Specifications and is equally available to all Tenderers.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
3	24/04/2017 15:38	26/04/2017 16:09	Section 2.4.1 Multiple Framework Contracts with Cascading	Given the fact that it is specified : « the Agency will have the right to terminate the framework contract with the respective contractor and adapt the order of the cascading for the entire duration of the contract (e.g. if the first contractor is considered unable provide the services requested three times in a row, the Agency may contact for successive projects the contractor which previously was ranked second in the cascading scheme). », wouldn't it be better to have a cascade with more than 3 service providers ? What would happen in case the 1st, 2nd and 3rd service provider would be unable to provide requested services 3 times in a row ?	<b>26/04/2017</b> As specified in point 5. of Section 2.4.1 Multiple Framework Contracts with Cascading of the Tender Specifications: "In the event of failure, the Agency may redefine the project or start the procedure again on the same project at a later time."
4	24/04/2017 15:43	27/04/2017 10:07	Power of attorney	There is no power of attorney Template in the files provided. May we use our own or will you provide a Template?	<b>27/04/2017</b> No power of attorney template has been defined. Please refer to Section 1.5 Joint Tenders – Participation of Consortia, bullet point 1 of the Tender Specifications in case of participation of Consortia.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
5	24/04/2017 15:49	27/04/2017 10:10	References & contact details	<p>a. in tender specifications section 3.2.3 Technical &amp; Professional Capacity, Criteria a, “An overview of the (Quoted/) Time &amp; Means services performed within the past 5 years... by completing the table in Annex IV.b”, our understanding is that completing the information required in the table available in Annex IV.b. is enough and no other separate document (project reference form) is requested. Can you please confirm our understanding is correct?</p> <p>b. if our understanding is correct, In Annex IV.b. column “Reference included in tender (minimum “x”). What do you expect us to include here?</p> <p>If our understanding is not correct, is there any specific template to be used for the references (project reference form)?</p>	<p><b>27/04/2017</b></p> <p>a. as defined in Section 3.2.3 Technical &amp; Professional Capacity, Criterion a., Annex IV.b. needs to be filled out and the respective contact details need to be provided. No separate project reference form is requested;</p> <p>b. in line with Section 3.2.3 Technical &amp; Professional Capacity, Criterion a., (minimum ) in the column “Reference included in tender” of Annex IV.b. should be read as (minimum 5).</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
6	24/04/2017 15:50	27/04/2017 10:12	References & contact details	<p>In tender specifications section 3.2.3 Technical &amp; Professional Capacity, Criteria a, "Tenderer must have a minimum of 5 recent references...".</p> <p>- Evidence one: "An overview of the (Quoted/)Time&amp;Means services performed within the past 5 years..."</p> <p>- Evidence two "Contact details from at least 5 previous..."</p> <p>Our understanding is that the 5 contact details given for "evidence two" can be from different contracts to the 5 services described in "evidence one".</p> <p>Please confirm our understanding is correct.</p>	<p><b>27/04/2017</b></p> <p>The contact details shall refer to the respective clients of the references indicated in Annex IV.b.</p>
7	24/04/2017 15:51	27/04/2017 10:14	Submission of the tender - number of copies	<p>Based on tender specifications, our understanding is that we don't need to provide any electronic copy of "Envelope A" and "Envelope B". Therefore, this is the number of copies to be provided:</p> <p>- Envelope A: one signed original</p> <p>- Envelope B: one signed original + 3 copies</p> <p>- Envelope C: one signed original + 3 copies + 1 electronic copy (USB stick)</p> <p>Please confirm our understanding</p>	<p><b>27/04/2017</b></p> <p>As per Annex I, Section 6, we confirm your understanding is correct.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
8	25/04/2017 15:55	27/04/2017 10:15	CVs - University degree	<p>In tender specifications section 2.3.2. "the level of expertise for a profile is specified in 3 levels: junior, standard and expert level. The level is to be derived from: relevant work experience gained...and whether or not the proposed consultant(s) has a relevant post-secondary school degree".</p> <p>However, in Annex VI - Profile description, section "Education and work experience", a Degree in Computer science or similar is required for most of the profiles.</p> <p>Our understanding is that we can present CVs of consultants without university degree (but the years of relevant work experience required for them will be higher)</p> <p>Please confirm if our understanding is correct, if not clarify.</p>	<p><b>27/04/2017</b></p> <p>We confirm your understanding is correct.</p>
9	24/04/2017 15:31	27/04/2017 10:56	Part II - Tender Specifications Section 2.3.2 Level of expertise Table: Years of relevant work experience	<p>It seems that the column indicating the required number of years of experience for profiles without relevant post-secondary school degree might be missing.</p> <p>If yes, could you provide the complete table.</p>	<p><b>27/04/2017</b></p> <p>The table in Section 2.3.2 Level of expertise has been updated. A new version of the Tender Specifications has been uploaded to the Document Library on eTendering.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
10	24/04/2017 15:39	27/04/2017 11:00	Section 2.3.2 Level of expertise - Table "Years of relevant work experience"	In the table, the data in the 3rd column refers to the profile levels and not to the requested number of years. Could you please provide a corrected version of the table ?	<b>27/04/2017</b> The table in Section 2.3.2 Level of expertise has been updated. A new version of the Tender Specifications has been uploaded to the Document Library on eTendering.Question9
11	24/04/2017 15:56	27/04/2017 11:35	Section 2.3.2 Level of expertise - table with years of relevant work experience. Consultants without relevant post-secondary school degree	In tender specifications section 2.3.2. Level of expertise for Junior, Standard & Senior Levels Years of relevant work experience WITH relevant post-secondary school degree: 2 to 3 years, 4 to 6 years and 7 years or more Years of relevant work experience WITHOUT relevant post-secondary school degree: Junior, Standard and Senior. It seems there is a typo mistake in the years of relevant work experience for the consultants WITHOUT relevant post-secondary school degree. Please, clarify	<b>27/04/2017</b> The table in Section 2.3.2 Level of expertise has been updated. A new version of the Tender Specifications has been uploaded to the Document Library on eTendering.Question9
12	24/04/2017 15:42	27/04/2017 11:43	Tender specifications – Annexes I to IV (Word file) in Document Library	Could you provide us with a final version of that document, as the available version does still contain comments and does not seem to be in final status?	<b>27/04/2017</b> The document, in final status, has been published in the Document Library.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
13	26/04/2017 11:50	04/05/2017 10:05	Part II Tender Specifications - 2.3.2 Level of expertise	We suspect that the table “Years of relevant work experience” at page 25 is not correct for column “Without relevant post-secondary school degree”. Please provide the correct table.	<b>04/05/2017</b> The table in Section 2.3.2 Level of expertise has been updated. A new version of the Tender Specifications has been uploaded to the Document Library on eTendering.Question9
14	26/04/2017 11:51	04/05/2017 10:09	Part II Tender Specifications - ANNEX IV.b	The Annex IV.b. mentions a column “Reference Included in Tender (minimum <X>)”: what do you expect here? If you expect a Project Reference Form, is there a template?	<b>04/05/2017</b> As defined in Section 3.2.3 Technical &Professional Capacity, Criterion a., Annex IV.b. needs to be filled out and the respective contact details need to be provided. No separate project reference form is requested. In line with Section 3.2.3 Technical &Professional Capacity, Criterion a., (minimum ) in the column “Reference included in tender” of Annex IV.b. should be read as (minimum 5).
15	26/04/2017 11:52	04/05/2017 10:11	Part II Tender Specifications - 3.3.1 Assessment of Technical Quality	As far as we can see, there is no page limitation per question, which gives no indication of the expected level of details. Can you provide with a page limit per question or alternatively an indication of the number of pages you expect per question?	<b>04/05/2017</b> For each Technical Award Criterion the explanation of the information requested has been described in the column “Information required”. The structure of the information to be provided should follow the one shown in the table. No separate document is required. No maximum length has been defined in the Tender Specifications.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
16	26/04/2017 17:27	04/05/2017 10:13	3.2.3 Technical and professional capacity	<p>On section 3.2.3 a and b there are two factors to consider:</p> <ul style="list-style-type: none"> <li>- Overview of services performed within the past 5 years</li> <li>- contact details from at least 5 previous clients with whom similar contracts were concluded during the past 3 years.</li> </ul> <p>Could the projects of those two factors be different?</p>	<p><b>04/05/2017</b></p> <p>As defined in Section 3.2.3 Technical &amp; Professional Capacity, Criterion a., Annex IV.b. needs to be filled out and the respective contact details need to be provided.</p>
17	27/04/2017 08:21	04/05/2017 10:15	Page limitation	<p>Could you please confirm our understanding that there is no page limitation for our reply to the technical award criteria?</p>	<p><b>04/05/2017</b></p> <p>Your understanding is correct, no maximum length has been defined in the Tender Specifications.</p>
18	27/04/2017 08:24	04/05/2017 10:16	Table "Years of relevant work experience" on page 25	<p>The table on page 25 seems to contain a clerical mistake. We would expect to see year numbers in the column "Without relevant post-secondary school degree", but instead it only contains the values "Junior", "Standard" and "Senior", which are already given in the column "Levels".</p> <p>Could you please provide a corrected table?</p>	<p><b>04/05/2017</b></p> <p>The table in Section 2.3.2 Level of expertise has been updated. A new version of the Tender Specifications has been uploaded to the Document Library on eTendering.</p>
19	27/04/2017 12:07	04/05/2017 10:26	Annex V financial offer	<p>On the excel sheet, why colum "O" results are always negative? is this a mistake?</p>	<p><b>04/05/2017</b></p> <p>The Annex V – Financial Offer contained an error. A new version has been uploaded to the Document Library on eTendering.</p>



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#	Submission date	Publication date	Question subject	Question	Answer
20	25/04/2017 18:55	08/05/2017 11:10	Technical Offer-Page 47 to 52 of the tender specifications	<p>On the above-mentioned pages we can find the technical award criteria. Our understanding is:</p> <p>a) That there are 5 blocks of questions (1.Rationale &amp; strategy 2. Management of IT Project, 3. Management of IT Service,4.Resource Selection, 5.Resource Management)</p> <p>b) that the items stated under "information Required" are to be treated as different questions. In that case, It would mean that Block 1 counts on 4 questions, Block 2: 11 questions, block 3:5 questions, block 4:2 questions and block 5: 4 questions) Can you please confirm our understanding? If not, please provide further clarification</p> <p>c) If our understanding on (b) is correct, Should we present a separate document per each of the questions?</p> <p>d) Is there any maximumm lenght expected per technical question?</p>	<p><b>08/05/2017</b></p> <p>For each Technical Award Criterion the explanation of the information requested has been described in the column "Information required". The structure of the information to be provided should follow the one shown in the table. No separate document is required.</p> <p>No maximum length has been defined on the Tender Specifications however the Agency expects a well-structured, concise and to the point proposal addressing all items mentioned under Section 3.3.1.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
21	25/04/2017 19:00	08/05/2017 11:12	Professional conflict of interest	<p>On page 45 of the tender specification, point "f" requests to include the tender submission form (Annex I) including declaration on "professional conflict of interest" under "Technical &amp; Professional Capacity". Nevertheless, this document is part of the Tender submission Form which according to page 11, should be submitted under "Administrative documents".</p> <p>Our understanding is that, the tender submission form duly completed and signed (including the part of conflict of interest) can be submitted only once, under "Administrative documents". Can you please confirm our understanding? Otherwise, please clarify</p>	<p><b>08/05/2017</b> It is sufficient to include it in envelope A – Administrative documents. The Annex I – Tender Submission Form includes the declaration on Professional Conflicting Interest under point 7 and will be submitted, duly signed and dated, as described in Section 1.7.1 Presentation of the Tender of the Tender Specifications.</p>
22	25/04/2017 19:02	08/05/2017 11:13	CVs	<p>Our understanding is that, as a data protection measure, the CVs provided on this tender should be anonymous and a code should be given on its place. A separate Connection table can be submitted linking the names with the given codes. Can you please confirm our understanding?</p>	<p><b>08/05/2017</b> As per the information provided in Section 3.2.3 Technical &amp; Professional Capacity, point c., the CVs shall be provided in EUROPASS format. The anonymity of the consultants has not been defined as such in the Tender Specifications. Annex IV.c needs to be filled out and the CV of the corresponding person shall be attached to the offer.</p>



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#	Submission date	Publication date	Question subject	Question	Answer
23	26/04/2017 11:52	08/05/2017 11:16	Part II Tender Specifications - 1.6 Subcontracting	On the one hand, according to the section 1.6, freelancers and other subcontractors must "submit the required evidence for technical & professional capacity (see section 3.2.3)". On the other hand, the RFP also mentions that "the evidence provided by each sub-contractor, for those applicable criteria, will be checked to ensure that the tenderer as a whole fulfils the criteria" and the table at page 57 indicates that the tenderer as a whole must provide the section 3.2.3. Therefore, we understand that freelancers and other subcontractors taken into account to pass selection criteria (section 3.2.3 of the RFP) should NOT individually meet all thresholds and should NOT provide evidences related to the section 3.2.3. For instance, subcontractors must not necessarily have an ISO9001 certification and/or an environmental policy - that freelancers don't have, of course. Can you confirm or clarify?	<b>08/05/2017</b> As per Section 1.6 Sub-contracting, Sub-contractors (including freelancers) must satisfy the requirements under the exclusion criteria (see section 3.1) applicable to the award of the contract and will sign Annex III – Sub-contractors declaration. The technical & professional capacity criteria will be checked to ensure that the tenderer as a whole fulfils the criteria.



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#	Submission date	Publication date	Question subject	Question	Answer
24	26/04/2017 11:52	08/05/2017 11:18	Part II Tender Specifications - 3.3.1 Assessment of Technical Quality	The RFP only mentions the weight of sections. Can you indicate the weight of each individual question?	<b>08/05/2017</b> Answers to each individual section (1. Rationale & Strategy, 2. Management of an IT Project (Fixed Price Mode), 3. Management of IT Services (Fixed Price Mode), 4. Resource Selection & 5. Resource Management) will be evaluated as a whole. No weight for each individual question has been defined in the Tender Specifications.
25	26/04/2017 11:53	08/05/2017 11:20	Part II Tender Specifications - ANNEX IV.b	The Annex IV.b. mentions "*** Where this cannot be disclosed other means to verify the scope/volume shall be presented i.e. range" but we can't find to what section of the RFP this remark refers. Can you clarify?	<b>08/05/2017</b> Please discard footnote *** in ANNEX IV.b as this does not relate to any part of the Tender Specifications.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
26	26/04/2017 19:25	08/05/2017 11:22	Selection criteria - Environmental policy	<p>In tender specifications, section 3.2.3., e.) "The tenderer shall have/adopt a suitable environmental policy" Criteria: "A description or copy of the tenderer's environmental policy (specifying the status of implementation)"</p> <p>1. What EASA is expecting from tenderers here?</p> <p>2. Our understanding is that this criteria will be checked to ensure that the consortium as whole fulfils the criteria, therefore, not every consortium member needs to provide a description or copy of the tenderer's environmental policy. Please confirm our understanding is correct</p>	<p><b>08/05/2017</b></p> <p>1. It is expected to receive a description or copy of the tenderer's environmental policy as described in Section 1.4 Eligibility – Participation in the Tender Procedure and in Section 1.8 Environmental &amp; Social Considerations.</p> <p>2. Your understanding is correct.</p>



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#	Submission date	Publication date	Question subject	Question	Answer
27	27/04/2017 16:02	08/05/2017 11:29	Selection - technical & professional capacity. Contact details	Regarding your answer given to QA 6 and the tender specifications section 3.2.3, evidence for criteria a.): Evidence 1: "an overview of the (quoted/) time & means services performed within the past 5 years with..." Evidence 2: "Contact details from the last 5 previous clients... during the past 3 years" Our understanding is that, if the contact details from "evidence 2" shall refer to the clients of the references indicated in "evidence 1", they should be from contracts from the last 5 years (instead of last 3 years). Please confirm our understanding is correct, if not clarify	<b>08/05/2017</b> As per Section 3.2.3 Technical & Professional Capacity, criterion a., an overview of the (Quoted/) Time & Means services performed within the past 5 years is requested. Out of this overview, references from at least 5 previous clients with whom similar contracts were concluded during the past 3 years are requested to be provided.
28	02/05/2017 15:23	08/05/2017 11:31	Client information	Regarding QA 6 "The contact details shall refer to the respective clients of the references indicated in Annex IV.b." however, in Annex IV.b you specify "Where Client/company name cannot be disclosed, please indicate company type or equivalent". Our understanding is that references without disclosing information regarding the client (client name & contact details) can be presented. Please confirm.	<b>08/05/2017</b> As specified in the footnote ** of Annex IV.b, in case client/company name can not be disclosed for personal/confidentiality/security reasons, the company type or equivalent needs to be indicated. For all other client/company references, the described procedure needs to be followed (the contact details of at least 5 clients shall be mentioned as per Section 3.2.3.)



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#	Submission date	Publication date	Question subject	Question	Answer
29	25/04/2017 18:20	09/05/2017 14:17	Queries on the subject RFP - IT application and infrastructure management services (ITAIMS)	Is there a defined percentage (%) to be carried out by each consortium member or % of work to be carried out as per geographical location? Or the whole group will be considered to complete the tasks irrespective of the location of services?	<b>09/05/2017</b> Consortia may submit a Tender as per Section 1.5. As per Section 1.6 of the Tender Specifications, Tenderers shall indicate clearly which parts of the work will be sub-contracted (including freelance consultants, experts etc.) and to what extent (proportion in %). The sub-contractor must not sub-contract further. As per Section 3.3.1 the Tenderer shall describe the roles and responsibilities of the consortium members and sub-contractors.
30	25/04/2017 18:20	09/05/2017 15:10	Queries on the subject RFP - IT application and infrastructure management services (ITAIMS)	Is partial bidding allowed? Can we submit the proposal for only 1 category of the service area? i.e. Submit proposal only for Service Area 1: IT Application Development & Maintenance.	<b>09/05/2017</b> As per Section 1.7.3 of the Tender Specifications, the tender is not divided into lots. The tenderer must be in a position to provide all services requested.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
31	25/04/2017 18:20	09/05/2017 15:16	Queries on the subject RFP - IT application and infrastructure management services (ITAIMS)	We assume that, you will consider the experiences and references of all the consortium members equally for the evaluation of the proposal.	<b>09/05/2017</b> As per Section 1.5, bullet point 4, "For the selection criteria - economic & financial capacity (see section 3.2.2) and technical & professional capacity (see section 3.2.3) the evidence should be provided by each member of the consortium, but will be checked to ensure that the consortium as a whole fulfils the criteria (e.g. not every consortium member needs to fulfil each of the criteria individually – but rather as a whole)."
32	25/04/2017 18:20	09/05/2017 15:19	Queries on the subject RFP - IT application and infrastructure management services (ITAIMS)	Does EASA provide support for Visa processing?	<b>09/05/2017</b> EASA does not provide support for Visa processing.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
33	02/05/2017 20:37	15/05/2017 09:33	Project References	<p>With reference to Tender Specifications, section 2.3.2 Level of expertise, Criterion a: "Tenderer must have a minimum of 5 recent references of work experience in the provision of (Quoted/) Time &amp; Means services in scope of this Tender (for both service areas) to similar public organisations (preferably EU organisations)."</p> <p>b) Is there any requirement in terms of volume, duration, technologies used, profiles involved, etc. for the references or they only have to be similar in the services of the envisaged contract (Service Area 1 and 2)?</p>	<p><b>15/05/2017</b></p> <p>The services shall be in line with the scope of this Tender (for both service areas).</p>



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#	Submission date	Publication date	Question subject	Question	Answer
34	02/05/2017 20:37	15/05/2017 09:36	Project References	<p>With reference to Tender Specifications, section 2.3.2 Level of expertise, Criterion a: "Tenderer must have a minimum of 5 recent references of work experience in the provision of (Quoted/) Time &amp; Means services in scope of this Tender (for both service areas) to similar public organisations (preferably EU organisations)."</p> <p>c) The majority of our projects do not cover simultaneously IT Application Development &amp; Maintenance (Service Area 1) and IT Infrastructure Set-up, Operations &amp; Maintenance (Service Area 2). In this case is there any preferred distribution for EASA (e.g. can we present 4 application development projects and 1 infrastructure project) or do we have to present 5 references for the Service Area 1 and additional 5 for the Service Area 2?</p>	<p><b>15/05/2017</b></p> <p>The distribution has not been defined in the Tender Specifications.</p>



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#	Submission date	Publication date	Question subject	Question	Answer
35	02/05/2017 20:37	15/05/2017 09:38	Project References	With reference to Tender Specifications, section 2.3.2 Level of expertise, Criterion a: "Tenderer must have a minimum of 5 recent references of work experience in the provision of (Quoted/) Time & Means services in scope of this Tender (for both service areas) to similar public organisations (preferably EU organisations)." d) In relation to the contact details required as evidence? Should we provide them in a separate document or can we add an additional column in ANNEX IV.b?	<b>15/05/2017</b> Annex IV.b shall be completed in line with Section 3.2.3 with the information and supporting documents requested. Contact details may be indicated in the column "Client/Company Name".
36	02/05/2017 20:37	15/05/2017 09:40	Project References	With reference to Tender Specifications, section 2.3.2 Level of expertise, Criterion a: "Tenderer must have a minimum of 5 recent references of work experience in the provision of (Quoted/) Time & Means services in scope of this Tender (for both service areas) to similar public organisations (preferably EU organisations)." e) Please confirm that your answers are valid also for criterion b.	<b>15/05/2017</b> Our answers apply also to criterion b whereas this criterion covers only one Service Area.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
37	02/05/2017 20:38	15/05/2017 09:44	Annex IV.b	<p>With reference to ANNEX IV.b – SELECTION CRITERIA – 3.2.3 TECHNICAL &amp; PROFESSIONAL CAPACITY – EXPERIENCE OF THE TENDERER, column: “Reference Included in Tender (minimum &lt;X&gt;)”</p> <p>Could you please clarify the following?</p> <p>a) Our understanding is that for the Technical and Professional Capacity criteria a. and b., Tenderers should provide only the completed “Annex IV.b” and no additional documents should be provided. Can you please confirm?</p>	<p><b>15/05/2017</b></p> <p>In line with section 3.2.3 – Technical &amp; Professional Capacity (Selection Criteria) Annex IV.b shall be completed with the information and supporting documents requested. Column “Reference Included in Tender (minimum )” shall be read as “Reference Included in Tender (minimum 5)”. The box in this column shall be ticked if references are included in the Tender.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
38	02/05/2017 20:38	15/05/2017 09:46	Annex IV.b	<p>With reference to ANNEX IV.b – SELECTION CRITERIA – 3.2.3 TECHNICAL &amp; PROFESSIONAL CAPACITY – EXPERIENCE OF THE TENDERER, column: “Reference Included in Tender (minimum &lt;X&gt;)”</p> <p>Could you please clarify the following?</p> <p>c) The last column of the Table in “Annex IV.b” should be checked in case that the Tenderer provides the Contact Details of the customer for the project of the respective row. If contact details are not provided then the respective box should not be checked. Can you please confirm?</p>	<p><b>15/05/2017</b></p> <p>In line with section 3.2.3 – Technical &amp; Professional Capacity (Selection Criteria) Annex IV.b shall be completed with the information and supporting documents requested. Column “Reference Included in Tender (minimum )” shall be read as “Reference Included in Tender (minimum 5)”. The box in this column shall be ticked if references are included in the Tender. With “Reference” a separate document (e.g. letter) provided by the client is meant. The contact details may be mentioned in the column “Client/Company Name” or on a separate document.</p>
39	02/05/2017 20:38	15/05/2017 09:56	Award Criteria	<p>With reference to section 3.3.1 Assessment of Technical Quality: Is there any page limitation per criterion or as a whole for the response to the questions?</p>	<p><b>15/05/2017</b></p> <p>No maximum length has been defined in the Tender Specifications, however, the Agency expects a well-structured, concise and to the point proposal addressing all items mentioned under Section 3.3.1.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
40	02/05/2017 20:42	15/05/2017 09:59	Packaging and Page Numbering	<p>With reference to the consecutive page numbering, could you please confirm that consecutive page numbering per section would be accepted? For example would the following structuring be accepted?</p> <p>Envelope B  Section 1: Technical and Professional Capacity – Criterion a. - (Quoted/)Time &amp; Means Services : pages 1 –xxx  Section 2: Technical and Professional Capacity – Criterion b. – Fixed Price Services: pages 1 –xxx  Section 3: Technical and Professional Capacity – Criterion c. – Pool of consultants: pages 1 –xxx  Section 4: Technical and Professional Capacity – Criterion d. – Certified Quality Management System: pages 1 –xxx  etc</p>	<p><b>15/05/2017</b>  As per Section 1.7 Submission of Tenders, it is strictly required that tenders be presented in the correct format and include all documents necessary to enable the evaluation committee to assess them. No specific notion to page numbering has been requested/put forward in the Tender Specifications. The Agency expects a well-structured, concise and to the point proposal, clearly indicating to which criterion reference is made.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
41	02/05/2017 20:48	15/05/2017 10:10	Annex IV.b	<p>With reference to Tender Specifications, section 3.2.3 Technical &amp; Professional Capacity:</p> <p>“- An overview of the (Quoted/) Time &amp; Means services performed within the past 5 years with a description of the activities performed by completing the table in Annex IV.b –Experience of the Tenderer.</p> <p>- Contact Details from at least 5 previous clients with whom similar contracts were concluded during the past 3 years.</p> <p>- An overview of the Fixed Price services performed within the past 5 years with a description of the activities performed by completing the table in Annex IV.b –Experience of the Tenderer.</p> <p>- Contact Details from at least 5 previous clients with whom similar contracts were concluded during the past 3 years.”</p> <p>Could you please clarify the following?</p> <ul style="list-style-type: none"> <li>• We understand that we should provide the Contact Details from at least 5 previous clients in the column “Client /Company Name” of the table in Annex IV.b –Experience of the Tenderer. Could you please confirm our understanding?</li> </ul>	<p><b>15/05/2017</b></p> <p>As per Section 3.2.3 Technical &amp; Professional Capacity, criterion a., contact details from at least 5 previous clients with whom similar contracts were concluded during the past 3 years shall be provided in Annex IV.b and as per Section 3.2.3 Technical &amp; Professional Capacity, criterion b., contact details from at least 5 previous clients with whom similar contracts were concluded during the past 3 years shall be provided in Annex IV.b. Question 38</p>



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### Call for tenders questions summary

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#	Submission date	Publication date	Question subject	Question	Answer
42	02/05/2017 20:52	15/05/2017 10:13	Offer Signature	Could you please clarify whether the complete proposal (each and every page of the offer) should be signed or signing the Cover Letter and all the Forms and Declarations where a signature is requested (e.g. Annexes I-V, Financial Documents etc.) would be sufficient?	<b>15/05/2017</b> The Technical and Financial Offer as well as any Annex to be submitted shall be signed by the authorised signatory of the tenderer. It is not requested to initial every single page. The tenderer, however, has to ensure that any copy shall be in full identical to the original.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
43	02/05/2017 21:03	15/05/2017 10:16	Technical and Professional Capacity	<p>For the technical and professional capacity criterion f. (page 45 of the specifications) the provision of the signed Annex 1 (section 7) is requested. This Annex is also requested under Envelope A.</p> <p>a) Could you please confirm that signature of Annex 1 and inclusion in Envelope A (without repeating the same Annex in Envelope C) is sufficient?</p> <p>b) Please confirm that Annex 1 should only be signed by the Consortium Leader in case of Consortium.</p> <p>c) Please confirm that for criterion f. of the technical and professional capacity criteria, Tenderers do not have to include any documentation in Envelope C</p>	<p><b>15/05/2017</b></p> <p>a. It is sufficient to include it in envelope A – Administrative documents. The Annex I – Tender Submission Form includes the declaration on Professional Conflicting Interest under point 7 and shall be submitted, duly signed and dated, as described in Section 1.7.1 Presentation of the Tender of the Tender Specifications.</p> <p>b. Confirmed. However, each consortium member shall submit the information/documents as requested in section 1.5.</p> <p>c. Confirmed. It is sufficient to include it in envelope A – Administrative documents. The Annex I – Tender Submission Form includes the declaration on Professional Conflicting Interest under point 7 and shall be submitted, duly signed and dated, as described in Section 1.7.1 Presentation of the Tender of the Tender Specifications. Envelope C shall only contain the Financial Offer.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
44	10/05/2017 09:48	15/05/2017 11:39	Financial Identification Form	<p>Concerning the Financial Identification form  <a href="https://www.easa.europa.eu/the-agency/procurement">https://www.easa.europa.eu/the-agency/procurement</a></p> <p>We have a problem to correctly insert the Letters in the form. They are not entirely visible and each column would need to be widened (eg to insert "m"), which is not possible as this changes the whole format. Would it be possible to provide us with a version where we are able to "enlarge" the column or a version with larger columns?</p>	<p><b>15/05/2017</b>  Please refer to the Financial Identification Form which has been published in the Document Library of this Tender on eTendering.</p>
45	26/04/2017 11:50	16/05/2017 12:05	Part II Tender Specifications - 3.2.3 Technical & Professional Capacity	<p>Under point a, the RFP reads: "Tenderer must have a minimum of 5 recent references of work experience in the provision of (Quoted/) Time &amp; Means services in scope of this Tender (for both service areas) to similar public organisations (preferably EU organisations)." We understand that "for both service areas" means that both service areas must be represented by references collectively. In other words, some references can cover the service area #1 while other references cover the service area #2. Can you confirm or clarify?</p>	<p><b>16/05/2017</b>  Confirmed, both service areas must be presented by references collectively.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
46	26/04/2017 11:51	16/05/2017 12:06	Part II Tender Specifications - 3.2.3 Technical & Professional Capacity	Can we use the same reference both in T&M (point a) and FP (point b) categories if this reference relates to both delivery modes?	<b>16/05/2017</b> Confirmed, the same reference can be used both in TM and FP.
47	26/04/2017 11:51	16/05/2017 12:08	Part II Tender Specifications - ANNEX VI Profile Description	In some cases, technologies mentioned are very specific. Our understanding is that equivalent technologies offering the main services proposed by the requested technology will be accepted as well. For instance, persons proposed as Unified Communications Solution Administrators should have experience with Cisco VCS: our understanding is that experience with other similar video conferencing solutions will be accepted as well. Can you confirm or clarify?	<b>16/05/2017</b> When a specific technology is requested it needs to be covered by the profile proposed.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
48	26/04/2017 11:51	16/05/2017 12:11	Part II Tender Specifications - ANNEX VI Profile Description	In some cases, the experience required for a specific profile is higher than the minimum number of years for the lowest level existing for that profile. For instance, proposed Developers Microsoft technologies must have “minimum 4 years of experience with development for SharePoint 2010 and above” while a junior with a relevant post-secondary degree is accepted if he has 2-3 years experience. In such cases, we understand that the experience corresponding to the minimum level (junior or standard, depending on the profile) supersedes the number of years requested in the definition of the profile itself. Can you confirm or clarify?	<b>16/05/2017</b> Confirmed.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
49	27/04/2017 08:20	16/05/2017 12:16	Annex VI - 2. Business Functional Analyst and 11. Database Administrator	<p>Page 77 of the Tender Specifications: "Use the Agency's requirements management tool and work within the Agency's project management methodology;"</p> <p>Page 92 of the Tender Specifications: "Develop supporting application and process documentation for client and internal application conforming to departments design methodology."</p> <p>We did not find a clear reference in the call for tender documents about the current methodologies applied at EASA. We would like to ask you for additional information.</p> <p>In order to provide the best proposal, especially concerning the description of our approach in the technical award questions, could you please clarify, which methodologies are currently used at EASA for:</p> <ul style="list-style-type: none"> <li>- Project Governance</li> <li>- Project Management</li> <li>- Service Management</li> <li>- Application Development</li> <li>- Security Management</li> </ul>	<p><b>16/05/2017</b></p> <ul style="list-style-type: none"> <li>- Project Governance : not really relevant as the Agency has an internal process to prioritize and monitor its investments where the external providers have no role.</li> <li>- Project Management : Prince 2 based approach.</li> <li>- Service Management : ITIL based approach.</li> <li>- Application Development : Agile Development</li> <li>- Security Management : ISO 27001</li> </ul>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
50	27/04/2017 18:21	16/05/2017 12:28	Selection criteria - Technical & Professional Capacity References	<p>In the tender specifications, section 3.2.3. Criteria a.) and Criteria b), our understanding is that the following references (Annex IV.b) and contact details are accepted:</p> <ol style="list-style-type: none"> <li>1. Projects started before past 5 years (01/01/2012) and concluded during the past 5 years</li> <li>2. Projects started before past 5 years (01/01/2012) and still on-going</li> <li>3. Projects started during the past 5 years (after 01/01/2012) and concluded during the past 5 years</li> <li>4. Projects started during the past 5 years (after 01/01/2012) and still on-going</li> </ol> <p>Please confirm our understanding is correct.</p>	<p><b>16/05/2017</b></p> <p>The period of years is calculated as of/until 5 years before the launch date of this call (15/04/2017).</p> <ol style="list-style-type: none"> <li>1. &amp;2. Not necessarily have started before 5 years</li> <li>3. Your understanding is correct for Criterion b. not for a.</li> <li>4. Your understanding is correct for Crieterion a. but not for b.</li> </ol>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
51	02/05/2017 20:36	16/05/2017 13:50	Profiles - Levels	<p>With reference to Tender Specifications, section 2.3.2 Level of Expertise:</p> <p>“The level of expertise for a profile is specified in 3 levels: Junior, Standard and Expert level. The level is to be derived from:</p> <ul style="list-style-type: none"> <li>• relevant work experience gained (after successful completion of education) in the domain(s) requested and defined under the different profiles.</li> <li>• and whether or not the proposed consultant(s) has a relevant post-secondary school degree, higher studies with a minimum of 3 years.”</li> </ul> <p>We understand the level of experience refers only to the experience of each individual in a similar profile to this proposed for. For example a Project Manager in standard level should have 4-6 years of professional experience working as a Project Manager (in case s/he possesses a relevant post-secondary school degree) and not 4-6 years in the specific technologies/tools requested for the profile. Could you please confirm our understanding?</p>	<b>16/05/2017</b> Confirmed.Question48



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
52	02/05/2017 20:37	16/05/2017 13:56	Project References	<p>With reference to Tender Specifications, section 2.3.2 Level of expertise, and section 3.2.3, Selection Criteria, Technical and Professional Capacity, Criterion a: "Tenderer must have a minimum of 5 recent references of work experience in the provision of (Quoted/) Time &amp; Means services in scope of this Tender (for both service areas) to similar public organisations (preferably EU organisations)."</p> <p>Could you please clarify the following?</p> <p>a) We understand that "(Quoted/) Time &amp; Means services in scope of this Tender" refers to Service Area 1 and Service Area 2. Could you please confirm?</p>	<p><b>16/05/2017</b></p> <p>Your understanding is correct. The Tenderer is requested to provide 5 references covering both, areas, 1 and 2. Question45</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
53	02/05/2017 20:38	16/05/2017 14:09	Award Criterion 2	<p>With reference to Technical Award Criterion 2: "Management of an IT Project (Fixed Price Mode). Use in your descriptions below an exemplary IT Application Development project, covering one or more technologies described in section 2.2.1."</p> <p>Could you please clarify the following:</p> <p>a) In the questions that follow, should we present the information required for the exemplary IT Application Development project or the ones that will be used in the context of the EASA contract? For example the Standards/best practices/methodologies used for project management, development, security will concern the exemplary IT Application Development project or will be a description of the methodologies that the Tenderer will use for the EASA contract?</p> <p>b) Could you please clarify the term "exemplary IT Application Development project". Do you refer to a similar previous project already implemented by the Tenderer (which should be subject of the evaluation under the selection and not the award criteria) or to a fictitious future project of EASA which should have the characteristics and technologies of the projects expected in the frame</p>	<p><b>16/05/2017</b></p> <p>a+b+c) We expect to see through the exemplary IT Application Development Project, covering one or more technologies described in Section 2.2.1, what is your approach to Fixed Price Mode projects that you intend/suggest to use when executing the ITAIMS FWC at EASA.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
				<p>of the projects expected in the frame of the EASA contract?</p> <p>c) Could you please clarify how Tenderers are expected to “use in their descriptions” the “exemplary IT Application Development project”?</p> <p>Do you mean that Tenderers should focus on the practical implementation of their methodologies in the frame of an indicative future IT Application Development project of EASA? If not, can you please clarify how the “exemplary IT Application Development project” should be related or used in the Tenderers’ description of their approach for management of Fixed Price IT projects?</p>	
54	02/05/2017 20:43	16/05/2017 14:10	Packaging	For Envelope C an electronic copy in USB is requested. Please confirm that an electronic copy in CD-ROM will also be acceptable.	<b>16/05/2017</b> Confirmed.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
55	02/05/2017 20:45	16/05/2017 14:12	Profile Descriptions	<p>In the profile description of the “Developer Web technologies” profile, the following is requested: “Strong knowledge of OWASP application security flaws and mitigation measures, proven by the implementation of a secure web application (example to be provided)”.</p> <p>Could you please clarify what example is requested to be provided for the above requirement?</p> <p>Our understanding is that a Candidate who has been involved in a project which concerned the implementation of a secure web application following OWASP guidelines fulfils the requirement; the reference of this project in the CV of the candidate would be sufficient to cover the requirement and not additional example or document (apart from the CV) is necessary. Could you please confirm our understanding?</p> <p>The same question applies for the profiles of “Developer Microsoft technologies” and “Database Developer” where “examples” are requested in relation to OWASP knowledge. Please confirm that your answers are equally valid for these</p>	<p><b>16/05/2017</b></p> <p>When it is not specified that a certificate is required then description of the relevant experience is to be provided. So your understanding is correct.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
				answers are equally valid for these profiles too.	
56	02/05/2017 20:46	16/05/2017 14:15	Profiles Coverage	<p>With reference to Tender Specifications, ANNEX VI – Profile Description: Our understanding is that the “Required proficiency in Information Services” per profile, should meet as a whole the years of relevant work experience defined by the profile level and not for each proficiency requirement separately.</p> <p>For example, regarding “Developer Microsoft technologies” profile (14 requirements) and Standard Level of Expertise (4 to 6 years), the candidate should possess relevant experience of 4 to 6 years covering all 14 requirements in consolidation (and not 4 to 6 years in each of the 14 requirements which could potentially lead to a much longer years of experience requested).</p> <p>Please confirm that our understanding is correct or clarify if not.</p>	<b>16/05/2017</b> Confirmed.Question48Question51



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
57	26/04/2017 11:52	17/05/2017 11:15	Part II Tender Specifications - ANNEX VI Profile Description - 3. Software Tester	In the section "Education and work experience", the RFP mentions "Proven experience with business and technical requirements analysis, elicitation, modelling, verification, and methodology development". As this typically relates to Business Analysis and not to Software Testing, we understand that this sentence is a clerical mistake. Can you confirm or clarify?	<b>17/05/2017</b> Confirmed, the Software Tester does not need this experience. Please disregard the third bullet point under "Education and work experience" for this profile.
58	26/04/2017 11:52	17/05/2017 11:16	Part II Tender Specifications - ANNEX VI Profile Description - 5. Developer Web technologies	In the section "Required proficiency in Information Services", the RFP mentions "Development based on Agile Methodologies Experience in implementation of ITIL Best Practices". As ITIL relates to ITSM and not to development, we understand that the reference to ITIL for that profile is a clerical mistake. Can you confirm or clarify?	<b>17/05/2017</b> Developers will be involved in the process of incident management, problem management, change management, release control and validation that are processes covered by ITIL. We consider that it would be beneficial for us that the Developer demonstrates at least an understanding of this process.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
59	26/04/2017 11:52	17/05/2017 11:22	Part II Tender Specifications - 3.3.1 Assessment of Technical Quality	For the question related to "Standards/best practices/methodologies", you want us to describe "IT application development and change management". We understand that "change management" refers to the way change requests are managed and not to the Change Management policy, as there is another question focusing on "Change management process" specifically. Can you confirm or clarify?	<p><b>17/05/2017</b></p> <p>Under the first bullet point of the second award criterion in Section 3.3.1, the Standards/ best practices/methodologies foreseen for (amongst other items) "IT application development and change management" shall be indicated and main principles described</p> <p>whereas</p> <p>under the 7th bullet point, Change management process, of the same award criterion, the change management process shall be described in detail demonstrating how the tenderers apply the indicated Standards/ best practices/ methodologies.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
60	02/05/2017 20:38	17/05/2017 11:29	Annex IV.b	With reference to ANNEX IV.b – SELECTION CRITERIA – 3.2.3 TECHNICAL & PROFESSIONAL CAPACITY – EXPERIENCE OF THE TENDERER, column: “Reference Included in Tender (minimum <X>)” Could you please clarify the following? b) Our understanding is that for the Technical and Professional Capacity criteria a. and b, Tenderers should provide a description of a minimum of 5 project references in “Annex IV.b” (i.e. 10 project references in total). Can you please confirm?	<b>17/05/2017</b> Confirmed.Question45
61	27/04/2017 17:42	17/05/2017 11:32	Section 3.2.3 Technical and Professional capacity	Regarding section 3.2.3 Technical & Professional Capacity, Criteria a, “An overview of the (Quoted/) Time & Means services performed within the past 5 years..” Our understanding is that we have to provide 5 references for each service area (total 10 references) with their correspondent contact details of services concluded in the past three years. Please confirm our understanding is correct.	<b>17/05/2017</b> Please refer to Question45 and Question60.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
62	02/05/2017 20:37	17/05/2017 11:38	Profile Requirements - CVs	In the profile descriptions, knowledge or experience in various areas (tools, methodologies, standards etc) is requested. For some areas a specific threshold is defined (e.g. for the “Developer Microsoft technologies” profile a “minimum of 4 years of experience with development for Sharepoint 2010 and above” is requested) while for other areas some experience is required without defining a specific threshold (e.g. for the “Developer Microsoft technologies” an “Experience with T-SQL, XSLT” is requested, without specifying minimum number of years). Our understanding is that if a specific threshold is not defined for a specific area, the candidates proposed for the profile should still demonstrate some experience in this area but there is not a minimum number of years that these candidates should cover with their CVs in order to be eligible. Could you please confirm our understanding?	<b>17/05/2017</b> Please refer to Section 2.3.2 Level of expertise and Question48



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
63	26/04/2017 17:23	17/05/2017 11:44	3.2.3 Technical and professional capacity	<p>On page 45, section 3.2.3 a and b, it is stated that we need to "provide references performed within the past 5 years with a description of the activities performed by completing the table in Annex IV.b"</p> <p>Our understanding is that those services can still be on going and not concluded. Is it correct?</p>	<p><b>17/05/2017</b> The services can be ongoing, for section 3.2.3, Criterion a. whereas, the services must be concluded, for section 3.2.3, Criterion b. as it states "Tenderer must have realised successfully". Question50</p>
64	05/05/2017 22:47	17/05/2017 11:47	Project References	<p>With regard to the project references, can you please confirm that ongoing projects (i.e. having a part of them executed within the last five years but are still in progress) are acceptable?</p>	<p><b>17/05/2017</b> Yes, for section 3.2.3, Criterion a. No, for section 3.2.3, Criterion b. as it states "Tenderer must have realised successfully".  Question63 Question50</p>
65	04/05/2017 12:04	17/05/2017 12:01	3.2.3 Technical & professional capacity - Nr a	<p>You require "a minimum of 5 recent references of work experience in the provision of (Quoted/) Time &amp; Means services in scope of this Tender (for both service areas) to similar public organisations (preferably EU organisations)." Are we correct in understanding that it is the complete set of minimum 5 references that has to cover both service areas and not each reference individually?</p>	<p><b>17/05/2017</b> Please refer to the answers in Question45, Question60</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
66	26/04/2017 11:51	17/05/2017 16:58	Part II Tender Specifications - ANNEX VI Profile Description	It is often impossible to cover ALL requirements PER CV. For instance, the list of capacities and technologies under the sections "Required proficiency in Information Services" and "Education and work experience" of the profile "Developer Microsoft technologies" is very wide. We understand that such requirements must be satisfied collectively by all CVs proposed for a given profile, and not by each CV individually. Can you confirm or clarify?	<b>17/05/2017</b> It is accepted that a full spectrum of competences requested by a profile is covered by maximum two CVs. Except for profiles 1, 2, 3, 4, 8, 12, 13, 14 and 16, where the profile has to be covered by one CV.
67	28/04/2017 15:45	17/05/2017 17:00	EASA.2017.HVP.08_Part II_Tender Specifications_Annexes I to V	Considering that some profiles are very close to each other (e.g. "Backup & Archiving Administrator" and "SAN Administrator"), are we authorised to propose the same CV for two different profiles?	<b>17/05/2017</b> Confirmed. Please also see Question66



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
68	02/05/2017 20:41	17/05/2017 17:01	Award Criterion 3	<p>With reference to Technical Award Criterion 3: "Management of IT Service (Fixed Price Mode).", Business continuity: "Describe how and which SLA would be implemented (e.g. service availability, service continuity, backup and restore, web applications response time etc.). The assessment will be based on the quality and completeness of the description."</p> <p>Our understanding is that for this criterion, Tenderers have to describe their approach for the establishment of an SLA and the metrics proposed to be monitored and measured but they do not have to provide specific values for the proposed indicators (e.g. exact response times, service availability targets etc.) which are dependent on the actual applications and systems that will be taken over. Could you please confirm our understanding?</p>	<p><b>17/05/2017</b> We confirm your understanding.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
69	02/05/2017 20:42	17/05/2017 17:03	Award Criterion 1	<p>With reference to Technical Award Criterion 1: Rationale &amp; Strategy; Methodology/ Management of the chain of value; 3. Demonstration how the tenderer will ensure compliance with the duties and mechanisms associated with the FWC, could you please clarify the term 'the duties and mechanisms' associated with the FWC?</p> <p>Do you refer to the obligations for the Contractor defined in the tender specifications?</p> <p>If so, how is the answer to this question differentiated from the answer to be provided under the question: "Overall description of how the tenderer proposes to carry out the performance of the FWC and specific contracts, in compliance with the tender specifications"?</p>	<p><b>17/05/2017</b></p> <p>It should be noted that point 1 (Overall description of how the tenderer proposes to carry out the performance of the FWC and specific contracts, in compliance with the tender specifications) requires to focus on the execution mechanism between FWC and specific contracts, while the point 3 (Demonstration how the tenderer will ensure compliance with the duties and mechanisms associated with the FWC) requires a description on how the monitoring, controlling and reporting on the FWC implementation will be managed (ref section 2.4.8).</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
70	02/05/2017 20:47	17/05/2017 17:06	Profiles Coverage	<p>In the profile description for the "Developer Microsoft technologies" the following is requested:  "minimum of 5 years programming experience minimum of 5 years programming experience with C#, XHTML, CSSx, JavaScript/AJAX, ASP.Net, Silverlight and HTML;"  Can you please clarify the following:</p> <p>a) A candidate who have worked as programmer for 3 years in a project using C #, XHTML, CSSx, JavaScript/AJAX and after worked in a project for 2 years in a project were he used ASP.Net, Silverlight and HTML complies with the above requirement. Please confirm or clarify.</p> <p>b) A candidate who have worked as a programmer for 4.5 years in a project using C #, and then worked for another 0.5 year as a programmer in a project using XHTML, CSSx, JavaScript/AJAX, ASP.Net, Silverlight and HTML complies with the above requirement. Please confirm or clarify.</p> <p>c) Should the requested experience in ALL technologies (each and every technology) covered by the same Candidate or could be covered by</p>	<b>17/05/2017</b> a.Confirmed b.Confirmed c.See reply to Question66 d.Confirmed e.Confirmed



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
				<p>Candidate or could be covered by the set of CVs proposed for each profile?</p> <p>d) We understand that experience in “JavaScript/AJAX” means experience in “JavaScript and/or Ajax”. Could you please confirm?</p> <p>e) Please confirm that your answers apply equally for all profiles where experience in a series of technologies is requested</p>	
71	04/05/2017 09:30	17/05/2017 17:09	Ref: 3.2.3. Technical & Professional Capacity – point c.	Please confirm our understanding that the requirements for a profile can be fulfilled by taking into consideration the sum of qualifications, expertise and work experience of all proposed consultants per respective profile. In other words, a consultant can cover part of the requirements while all the consultants proposed must duly cover the profile requirements	<b>17/05/2017</b> Please refer to Question66



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
72	04/05/2017 10:09	17/05/2017 17:10	Infrastructure tools	<p>Could you please specify which Infrastructure tools are used (if present) and how the team is using them for:</p> <ul style="list-style-type: none"> <li>- IT Service Management (Helpdesk tracking system)</li> <li>- Network monitoring</li> <li>- Server monitoring</li> <li>- Application monitoring</li> <li>- Inventory (CMDB) management</li> <li>- User access management (Identity management)</li> <li>- Documentation management (Knowledge)</li> </ul>	<p><b>17/05/2017</b></p> <ul style="list-style-type: none"> <li>- IT Service Management (Helpdesk tracking system): Omnitacker</li> <li>- Network monitoring: PRTG</li> <li>- Server monitoring: SCOM</li> <li>- Application monitoring: SCOM</li> <li>- Inventory (CMDB) management: Omnitacker</li> <li>- User access management: Application Level.</li> <li>- Identity management: Application Level</li> <li>- Documentation management (Knowledge): SharePoint</li> </ul> <p>Please refer to Section 2.2 Technical Services for additional details.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
73	09/05/2017 11:01	17/05/2017 17:12	General - volume of contract and estimation of project types	<p>In the technical award criteria 2 and 3 you focus ONLY on Fixed Price contracts while in other parts of the corrected specifications you mention TM, QTM etc.</p> <p>(a) What is your view and strategy about the type of contracts that you expect to order?</p> <p>(b) Why is there no request for describing an approach towards TM and QTM in the technical proposal?</p> <p>(c) Do you expect mixed delivery modes in which FP and TM/QTM types of work are mixed in one contract?</p> <p>(d) Please can you provide % of FP and other work in 2016 and your estimation for 2017-2019?</p>	<p><b>17/05/2017</b></p> <p>a) In line with the current IT strategy, we intend to do development of new projects in Fixed Price mode.</p> <p>b) Taking into consideration the relevant importance and complexity of FP, it is important that the successful tenderer is in the position to manage FP in the public sector.</p> <p>c) No.</p> <p>d) More or less 50% FP, 50% QTM/TM with a possible evolution towards more FP.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
74	09/05/2017 11:05	17/05/2017 17:13	General - Takeover and handover	<p>(1) who is the current contractor/consortium?</p> <p>(2) why is there no provision or request for describing a takeover methodology and approach? and you only want information about handover?</p> <p>(3) what is the handover plans of your existing contractor?</p> <p>(4) what is the takeover period that you estimate for us? and what will you provide to us in terms of environment, documentation, etc.?</p>	<p><b>17/05/2017</b></p> <p>(1) Please refer to the Contract Award Notice in the Official Journal (ref 2013/S 208-359435 )</p> <p>(2-3-4) Under the existing FWC, arrangements are planned to facilitate the handover to the successful tenderer during a transition period, starting as of the entry into force of the new FWC. During this handover, knowledge transfer and access to the relevant information and systems will be provided to the successful tenderer's staff, working on the basis of SC(s) dedicated to these takeover activities under the new FWC. We intend to foresee for the successful tenderer a takeover period of 2 months as of the entry into force of the new FWC. The available documentation and the access to EASA environment will be provided.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
75	10/05/2017 09:50	17/05/2017 17:16	Section 3.3.1. Assessment of Technical Quality, Technical award criteria 3 Management of IT Services (Fixed Price Mode), Handover of competencies and business continuity at the end of the warranty period and Handover of competencies and[...]	<p>Our understanding is that in our response to “Handover of competencies and business continuity at the end of the warranty period”) we must detail our approach the handover process to EASA for an application/ system during the framework contract while in our response to “Handover of competencies and business continuity” we must present our approach for the off-boarding process at the end of the framework contract.</p> <p>Can you please clarify</p> <p>1. In case of handover of an application, when this handover to EASA will take place? At the end of the warranty period (2 years) ?</p> <p>a. What if the warranty period end during the framework contract – there will be a handover during the framework contract (to EASA) and another handover to the next contractor (or EASA will endure handover to the next contractor)?</p> <p>b. What if the warranty ends after the framework contract end – the handover will be done at the end of the contract? To EASA or to the next contractor?</p> <p>2. For “Handover of competencies and business continuity at the end of the warranty period” the “Information Required” column presents a series</p>	<p><b>17/05/2017</b></p> <p>1) The point “Handover of competencies and business continuity at the end of the warranty period” should read “Handover of competencies and business continuity during project lifecycle”. At the end of the post go live period of a project, a handover to operations has to be performed. At that moment the warranty of 2 years starts running irrespective of the expiration date of the FWC.</p> <p>2) the point “Handover of competencies and business continuity at the end of the warranty period” should be read “Handover of competencies and business continuity during the project life cycle”</p> <p>In essence it is requested to describe the handover activities foreseen during the different project phases.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
				Required” column presents a series of topics that are not related to the final handover (topic referring business continuity and the end of the warranty period), e.g. Planning and execution of training for users/business admin users usually is done before putting the system in production, documentation drafting is usually done through the entire project duration, design services for portability and interoperability is done during design phase. Please clarify/ detail what we should respond for this Technical Award Criteria..	
76	10/05/2017 10:46	17/05/2017 17:17	Profiles	With reference to Annex VI – Profile Description of tender specifications, we understand that the bullets described in “Required proficiency in Information Services” section have to be covered cumulatively from the proposed CVs for the respective profile and not from each candidate individually. Please confirm our understanding or clarify further.	<b>17/05/2017</b> Please refer to Question66.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
77	11/05/2017 10:37	17/05/2017 17:20	Page 18-24 of the tender specifications Part II	<p>Page 18-24 of the tender specifications Part II concerning the technical environment: We have not identified any service management tools in the description of the technical environment (such as service desk ticketing or application and infrastructure component monitoring tools). Could you please clarify what tools would be available to support managed services? (We are trying to determine to what extent such tools are available or whether we should we cater for them as part of the fixed price services.)</p>	<p><b>17/05/2017</b> Please refer to Question72.</p>
78	11/05/2017 10:38	17/05/2017 17:22	Tender specification Part II 3.1.1 Assessment of Technical Quality	<p>Section 3.1.1 Assessment of Technical Quality, N. 3 page 51, Point "Handover of competencies and business continuity at the end of the warranty period": We understand that this corresponds to the handover of a fixed price application development or infrastructure setup projects to the users and operation support organisation. Could you please confirm our understanding? (We are trying to determine whether this also applies to handing over fixed price managed services.)</p>	<p><b>17/05/2017</b> Please refer to Question75.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
79	11/05/2017 10:40	17/05/2017 17:23	Tender specifications Part II, p. 32, due diligence and transition activities	<p>2.4.2.1.2 Fixed Price Contracts (FP), Step 2, page 32, "In case of services (e.g. for one or more IT Application/IT infrastructure components or types of services depending on the expected workload over a budget year):"</p> <p>In our experience, the takeover of a service as defined above is subject to due diligence and transition phases performed in collaboration with the service provider incumbent, in a takeover/handover pair of concurrent services. The purpose of the due diligence is to estimate the effort for delivering the services. The equivalent of these phases are not mentioned as part of the section 2.4.2.1.2.</p> <p>Could you please clarify if and how such due diligence and transition activities (or equivalent) would be contracted?</p>	<p><b>17/05/2017</b></p> <p>For the time being there are no managed services.</p> <p>In case managed services will be requested, such due diligence activities may be included in the relevant contract or managed under a separate contract (e.g. T&amp;M).</p>



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### Call for tenders questions summary

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#	Submission date	Publication date	Question subject	Question	Answer
80	10/05/2017 11:37	18/05/2017 11:00	Section 3.2.3 Technical & Professional Capacity	Regarding section 3.2.3 Technical & Professional Capacity, Criteria “a” and “b”, our corporation holds a reference aligned with the requirements of this RFP, concluded in 2013 and renewed at the same time. We understand this service has been performed during the past 5 years and it applies to what EASA is demanding. Please confirm our understanding is correct.	<b>18/05/2017</b> Please refer to Question63Question50Question64.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
81	15/05/2017 20:50	18/05/2017 15:57	Technical and Professional Capacity Criteria	<p>In your answer to QA number 14, you confirm that for the Technical and Professional Capacity criteria a. and b. the Annex IV.b should be completed and that no additional documents are necessary. In your answer to QA number 35, you confirm that for the Evidence related to the second part of each of the criteria a. and b. (i.e. the “contact details from at least 5 previous clients with whom similar contracts were concluded during the past 3 years) should also be provided within the Annex IV.b.</p> <p>Nevertheless, even though the evidence required for both parts of the criteria (i.e. overview of services provided and contact details for 5 clients) is requested to be provided in Annex IV.b, in your response to QA number 38 you ask for separate documents that need to be provided (“e.g. letter provided by the client”).</p> <p>a) Could you please clarify whether letters should indeed be provided along with the completed Annex IV.b?</p> <p>b) If so, what such letters should refer to and in response to which requirement they should be provided? Should they be provided as evidence of the contact details requested?</p> <p>c) Please, respectfully note that the</p>	<p><b>18/05/2017</b></p> <p>a) Letters of clients do not necessarily have to be provided at this stage. As per the footnote in Section 3.2.3: “*Important Note: the Agency reserves the right to ask for clarification or further material in the case that the documents submitted are not found as adequate evidence that the tender fulfils the exclusion and/or selection criteria.”</p> <p>b) If reference letters are provided, they shall relate to the clients/companies as listed in Annex IV.b.</p> <p>c) Please refer to answer a) above</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
				<p>c) Please, respectfully note that the need to provide letters from the client is not referred in the tender specifications. To our experience, the process required from clients for their internal approval and signature of letters requested from tenderers usually takes a considerable amount of time and given the fact that this requirement is introduced at this point of time we fear that we may not be able to get such letters before the deadline for the submission of tenders. In this frame,</p> <ul style="list-style-type: none"> <li>– If we fail to get such letters on time, would you accept letters signed by the Tenderers certifying the delivery of the referred services?</li> <li>– If not, please consider granting an extension to the deadline for submission of tenders (of at least two weeks), in order to allow Tenderers to respond to the newly introduced modifications/requirements.</li> </ul>	



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
82	15/05/2017 20:54	18/05/2017 15:59	QA 40	Following your answer to question 40 we understand that point 1.8 of the specifications which asks for "consecutive page numbering" should be disregarded. Please confirm.	<b>18/05/2017</b> No specific notion to page numbering has been requested/put forward. Although, as per Section 1.8, it is strongly recommended that "tenders are submitted in an environmentally friendly way [...] (...consecutive page numbering)" which refers to e.g. no/limited blank pages. Consecutive page numbering shall also enable the Evaluation Committee to follow the structure of the offer.
83	15/05/2017 20:59	18/05/2017 16:00	QA 42	Following your answer to question 42, we understand that Tenderers should sign only the last page of the Technical offer (stamp and signature), the Financial Offer and all forms (Annexes) which require a signature. Please confirm.	<b>18/05/2017</b> Confirmed.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
84	15/05/2017 21:15	18/05/2017 16:03	QA 43	<p>In your answer to question 43.b you confirm that Annex 1 (which contains the declaration on Professional Conflicting Interest) should be provided only by the Consortium leader on behalf of the Consortium. Nevertheless you state that each "consortium member shall submit the information/documents as requested in section 1.5". In Section 1.5 it is stated that each consortium member must [...]</p> <ul style="list-style-type: none"> <li>- Submit the required declaration of honour on the exclusion (section 3.1) and selection (section 3.2) criteria – Annex II.</li> <li>- Submit the required evidence for exclusion criteria (see section 3.1) [...]</li> <li>- For the selection criteria - economic &amp; financial capacity (see section 3.2.2) and technical &amp; professional capacity (see section 3.2.3) the evidence should be provided by each member of the consortium, but will be checked to ensure that the consortium as a whole fulfils the criteria (e.g. not every consortium member needs to fulfil each of the criteria individually – but rather as a whole).</li> </ul> <p>In Section 3.1 you state that the evidence on the exclusion criteria</p>	<p><b>18/05/2017</b></p> <p>a) All consortium members must provide a signed Annex II (on which is stated: "To be completed by tenderer and (in the case of joint tenders) by each consortium member"). As per Section 1.5, "consortia may submit a tender on the condition that it complies with the rules of competition including satisfying the requirements under the exclusion criteria (see section 3.1) applicable to the award of the contract."</p> <p>The evidence shall be provided prior to the contract signature by each member of the Consortium.</p> <p>b) Confirmed and as per Section 1.5 "All members of a consortium (i.e. the leader and all other members) are jointly and severally liable to the Contracting Authority"</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
				<p>evidence on the exclusion criteria are to be provided by the successful tenderer before contract signature. In Section 3.2.3 for Technical and Professional Capacity criterion f. you ask a signed tender submission form.</p> <p>In order to avoid any confusion, can you please confirm or clarify the following:</p> <p>a) All consortium members must provide a signed Declaration of Honour (Annex II). The required evidence for the exclusion criteria must not included in the tender but will be provided by the successful tenderer before the contract signature. Please confirm</p> <p>b) For the Technical and Professional Capacity criterion f. the Consortium Leader will provide – in Envelope A- the signed Annex 1 which will include Section 7) on behalf of the Consortium. All other consortium members do not have to provide any other evidence. Please confirm</p>	



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
85	16/05/2017 15:53	18/05/2017 16:32	Tech & prof capacity - Criteria a) & Criteria b)	<p>With reference to QA38, "The box in this column shall be ticked if references are included in the Tender. With "Reference" a separate document (e.g. letter) provided by the client is meant".</p> <p>Whereas, in tender specifications you don't mention that letters signed by the client are needed.</p> <p>Our understanding is that providing 5 letters signed by the clients are desirable but not mandatory.</p> <p>Therefore, providing the contact details of 5 clients in the column "Client/Company name" is enough to reach the minimum requirements.</p> <p>Please, confirm our understanding is correct.</p>	<b>18/05/2017</b> Confirmed.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
86	17/05/2017 12:01	18/05/2017 16:34	EASA.2017.HVP.08. IT application and infrastructure management services (ITAIMS)	<p>Procurement Documents, Part II Tender Specifications – states, in a number of places in ANNEX VI – Profile Description regarding required proficiencies, an expression of type “and/or”. Considering that these are requirements for various profiles, it is not clear if the candidate should satisfy all the conditions so specified.</p> <p>Examples are:</p> <p>Developer Web technologies - “minimum of 2 years of experience in integrating PHP with Oracle, MySQL and/or MS SQL Server” – is it possible for the candidate to have min 2 years of experience in integrating PHP with Oracle only or MySQL only or MS SQL Server only?</p> <p>Database developer - “proven work experience in designing and developing databases in Oracle and/or MS SQL Server and/or MySQL” - is it possible for the candidate to have experience with Oracle only or MS SQL Server only or MySQL only?</p> <p>Is it required that the nominated candidates collectively cover ALL the mentioned technologies?</p>	<p><b>18/05/2017</b></p> <p>Please refer to Question66</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
87	17/05/2017 12:02	18/05/2017 16:37	EASA.2017.HVP.08. IT application and infrastructure management services (ITAIMS)	For the IT & Data architect, one requirement says: "Experience with Webserver, JEE Application server (Tomcat, WAS), Messaging/ESB/SOA (Tibco AMX, JMX, Tibco EMS), Data technologies (MS SQL Server, Oracle RAC, Coherence), Storage (SAN, NAS, FC), Server Platform (IBM, HP), Networking (routers, switches, vpn, protocols) and related technologies" – is it required to satisfy ALL of the mentioned technologies like Tomcat and WAS and Tibco AMX and JMX and Tibco EMS and MS SQL Server and Oracle RAC etc, all by EACH of the candidates nominated for the profile? Is there any specific way these required proficiencies should be proven or does a declaration / reference in CV suffice?	<b>18/05/2017</b> Please refer to Question66 and refer to 3.2.3 c. and Annex IV.c



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
88	11/05/2017 09:19	18/05/2017 16:58	3.2.3 Technical and Professional Capacity	With reference to section 3.2.3 of the Tender Specifications, Tenderers are requested to provide an overview of a minimum of 5 recent references of work experience in the provision of Quoted/ Time & Means services in scope and a minimum of 5 Fixed Price contract projects in scope. Our understanding is that ongoing projects will be acceptable (either QTM/TM or FP). Could you please confirm our understanding or provide further clarifications?	<b>18/05/2017</b> Please refer to Question63Question50Question64
89	17/05/2017 17:15	22/05/2017 13:44	Submission deadline	EASA answered today to a series of questions which were submitted in the period 26/4-5/5. In the same way as questions have to be carefully analysed prior to being answered, all Q&A have to be taken into account prior to submitting a high quality proposal. Could EASA therefore postpone the deadline for proposal submission by 2 to 3 weeks?	<b>22/05/2017</b> All public replies are available to all interested tenderers the moment they are published on eTED and can be checked by all any time for possible updates. As indicated in the tender specifications, the last date on which clarifications are issued by EASA is 24/05/2017 at 17:00h (Cologne local time). The deadline for submission will remain as indicated on eTED.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
90	18/05/2017 11:34	22/05/2017 13:49	Deadline extension	<p>Up to now, 80 clarification questions have been answered for this call for tenders. Most of which had a submission date of more than one week, some three weeks ago. Some replies have impact on the interpretation of the specifications and require an adjustment in the tenderer's approach. Furthermore, we see the high risk that many more clarification questions will follow due to the long time taken to reply on some major questions.</p> <p>To ensure equal chances of preparing a good reply to this call for tenders for all companies that are interested to reply and to avoid advantages for the incumbents who possessed the knowledge given in the replies before, we ask the EASA to extend the deadline for submission by at least two weeks.</p>	<p><b>22/05/2017</b></p> <p>All public replies are available to all interested tenderers the moment they are published on eTED and can be checked by all any time for possible updates. As indicated in the tender specifications, the last date on which clarifications are issued by EASA is 24/05/2017 at 17:00h (Cologne local time). The deadline for submission will remain as indicated on eTED.</p>
91	18/05/2017 17:08	22/05/2017 13:51	Deadline extension	<p>Considering the fact that the answers provided require additional clarification, the amount of both administrative and technical (questionnaires) work for this procedure and the time to form the best proposal that can bring added-value to your services, we would like to request a deadline extension for 4 weeks.</p>	<p><b>22/05/2017</b></p> <p>All public replies are available to all interested tenderers the moment they are published on eTED and can be checked by all any time for possible updates. As indicated in the tender specifications, the last date on which clarifications are issued by EASA is 24/05/2017 at 17:00h (Cologne local time). The deadline for submission will remain as indicated on eTED.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
92	15/05/2017 10:00	22/05/2017 14:57	EASA IT Standards	In the profile descriptions included in the Tender Specifications there are references to specific EASA's standards, such as SSDLC – Secure Software Development Lifecycle, EASA Data and IT Architecture, etc. Can you please provide us with the relevant documentation?	<b>22/05/2017</b> The EASA Standards, the SSDLC, the IT Architecture, the EASA Data are mentioned in the task description (i.e. the tasks which will be assigned to the successful tenderer) and are not relevant to the required skills, competency or proficiency. EASA does not consider the requested documents relevant to the assessment of the offer.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
93	15/05/2017 17:56	22/05/2017 14:59	Documentation	<p>With reference to Technical Award Criterion 1: Rationale &amp; Strategy; Methodology/ Management of the chain of value; "3. Description of the tenderers procedures for the management of all documentation produced during the performance of the FWC and specific contracts", Could you please clarify how is the answer to this question differentiated from the answer to be provided under the question Technical Award Criterion 2: Management of an IT Project (Fixed Price Mode); Full set of project documentation; "Describe the approach on management of project related documentation along the project implementation and the hand-over to ensure reliable operation, following the completion of the post-go live support.?"</p> <p>Is the first question oriented more on the contractual management/administration (i.e. management of documentation with regards to contract reports, invoices, timesheets, contract amendments, offers, etc.), whereas the second one oriented more on the project management (i.e. management of documentation with regards to software deliverables, project reports, etc.)?</p>	<p><b>22/05/2017</b> Your understanding is correct.</p>



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### Call for tenders questions summary

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#	Submission date	Publication date	Question subject	Question	Answer
				reports, etc.)?	



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
94	16/05/2017 15:44	22/05/2017 16:02	Technical and professional capacity - CVs	<p>In tender specifications Part II document, it is written on page 45 related to the technical and professional capacity ; evidence for nr c:</p> <p>“CVs (in the EUROPASS format : <a href="http://europass.cedefop.europa.eu/en/home">http://europass.cedefop.europa.eu/en/home</a>) of at least two (2) consultants per profile of at least Standard Level and including a clear description of their qualifications, expertise, technical proficiency and competences/skills in accordance with/relation to those listed under the specific profiles as defined in the tender specifications + a summary of all the CV's by completing the table in Annex IV.c clearly indicating the profile for which each consultant is being submitted, relevant reference projects and experience gained/held in line with the requirements set out in the tender specifications.”</p> <p>We understand that the table in Annex IV.c is a summary of all the CV's and that the CV must include a detailed description of the expertise in relation with the skills listed in the profile.</p> <p>Our understanding is that we have to record in the summary per individual line, a table with the work experiences in line with the requirements set out in the tender</p>	<p><b>22/05/2017</b> Your understanding is correct.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
				requirements set out in the tender specifications for the submitted profile. If our understanding is not correct, can you specify what you expect in the column called "Role / Main Responsibilities in [Project Team/Contract Implementation]"?	
95	17/05/2017 10:03	22/05/2017 16:05	Technical Specifications, page 48 of 107	Under technical question Methodology/management of the chain value, it is requested: "3. Demonstration how the tenderer will ensure compliance with duties and mechanisms associated with the FwC". Could you please let us know what EASA is expecting under this question? What should be understood as "duties and mechanisms". Please provide clarifications as those terms (duties and mechanisms) are not defined in any other point of the tender.	<b>22/05/2017</b> The duties and mechanisms are tasks, roles and responsibilities of the successful tenderer during the execution of the Framework Contract and the Specific Contracts as described in the section 2.
96	17/05/2017 12:03	22/05/2017 16:07	EASA.2017.HVP.08. IT application and infrastructure management services (ITAIMS)	When asking for experience with Enterprise Architecture Frameworks (TOGAF or Zachman), does this imply that only a reference of experience and no certification is required?	<b>22/05/2017</b> The reference to the experience is sufficient.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
97	17/05/2017 12:52	22/05/2017 16:12	Under page 51 of the 107, there are two technical questions referring to Handover. 1) Handover of competencies and business continuity at the end of the warranty period. 2) Handover of competencies and business continuity.	Could you please confirm that both questions (1) and (2) are referring to the Handover phase (understood as the actions taken when leaving the contract) and that no Takeover activities (actions taken when starting the contract) are required on the scope of this question? If not, please provide further clarifications	<b>22/05/2017</b> Please refer to Question74.
98	17/05/2017 17:14	22/05/2017 16:16	Under page 51 of the 107, there is one technical questions referring to Handover. 1) Handover of competencies and business continuity at the end of the warranty period.	Under this question, bullet 4 states: "design services for portability and interoperability". Could you please further detail what the client is expecting under this point? What is expected to be explained under the HO on regards to portability and interoperability?	<b>22/05/2017</b> The tenderer is requested to explain the measures taken to ensure interoperability and portability of software developed and data processed. The two above will be crucial factors for a smooth and successful handover.



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
99	18/05/2017 16:55	22/05/2017 16:20	Clarification Answer 66	<p>The response state that “It is accepted that a full spectrum of competences requested by a profile is covered by maximum two CVs. Except for profiles 1, 2, 3, 4, 8, 12, 13, 14 and 16, where the profile has to be covered by one CV.” While tender specifications ask us to provide “at least two (2) consultants per profile of at least Standard Level”</p> <p>Our understanding is that for profiles where we must provide as evidence: For profiles 1, 2, 3, 4, 8, 12, 13, 14 and 16 we must deliver minimum two CVs, each of the CVs covering all profile description requirements regarding qualifications, expertise, technical proficiency and competences/skills</p> <p>For the rest of the profiles minimum 2 sets of maximum 2 CVs the set covering all profile description requirements regarding qualifications, expertise, technical proficiency and competences/skills. Or is it maximum two CVs that can cover all the requirements? Please confirm/clarify.</p>	<p><b>22/05/2017</b></p> <p>a)Confirmed, for profiles 1, 2, 3, 4, 8, 12, 13, 14 and 16 minimum two CVs, each of the CVs covering all profile description requirements regarding qualifications, expertise, technical proficiency and competences/skills.</p> <p>b)For the rest of the profiles, 2 sets of maximum 2 CVs each set covering all profile description requirements regarding qualifications, expertise, technical proficiency and competences/skills.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
100	19/05/2017 09:54	22/05/2017 16:24	Financial Identification form	<p>In tender specifications page 11 of 107: "Financial Identification Form – using the template downloadable from the EASA Procurement Webpage:  <a href="http://www.easa.europa.eu/the-agency/procurement">http://www.easa.europa.eu/the-agency/procurement</a> "</p> <p>Is it allowed to use the template form the European Commission?  <a href="http://ec.europa.eu/budget/library/contracts_grants/info_contracts/financial_id/fich_sign_ba_gb_en.pdf">http://ec.europa.eu/budget/library/contracts_grants/info_contracts/financial_id/fich_sign_ba_gb_en.pdf</a></p>	<p><b>22/05/2017</b>  Confirmed, the template of the European Commission may be used.</p>
101	22/05/2017 14:49	22/05/2017 16:39	EN-Annex V – Financial Offer	<p>In the file “EN-Annex V – Financial Offer – ITAIMS Price Evaluation V1”, in column O, specifically O11, the sum uses a negative figure “=-G11*F11”</p> <p>We understand it's a clerical mistake, could you confirm?</p>	<p><b>22/05/2017</b>  A new version of the Annex V was published on 04/05/2017.</p>



## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
10 2	16/05/2017 14:38	23/05/2017 09:54	Applicable Methodologies for Project Management and Software Development	<p>Question 1: From the description of the profiles (for example the tasks and responsibilities of the Business/ Functional Analyst, the Software Architect, and the Developer Web Technologies) in section 2.3.3 of the Tender Specifications, it is evident that those profiles are expected to be engaged in software development assignments that follow not only agile but also RUP-based development methodologies. Could you please confirm this assumption? If yes, can we assume that a RUP-based software development approach is acceptable to be used in FP/ QTM assignments?</p> <p>Question 2: Is the contractor free to choose the Project Development methodology that suits better to its delivery model and processes (e.g. a PMI, PM2, or Prince2 method) or is it mandatory to follow the project management methodology used internally by EASA (being the Prince2 as indicated in your response to question 49)?</p>	<p><b>23/05/2017</b></p> <p>Question 1: We confirm your assumption.</p> <p>Question 2: The Contractor is free to choose its Project Management methodology.</p>



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#	Submission date	Publication date	Question subject	Question	Answer
103	18/05/2017 20:15	23/05/2017 09:55	CVs	<p>For the “9. IT &amp; Data Architect” profile, there is a requirement of “Knowledge in major EA and IT Architecture frameworks, such as Zachman, TOGAF, RM-ODP, Gartner Architecture, RUP, 4+1 views, DoDAF etc.”.</p> <p>Our understanding is that knowledge in at least one of the proposed frameworks is adequate and not in each framework. Otherwise, it is impossible for a candidate to possess strong knowledge in all these frameworks.</p> <p>Could you confirm our understanding?</p>	<p><b>23/05/2017</b></p> <p>It is accepted to have knowledge in one or more of the major EA and IT Architecture frameworks listed.</p>



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#	Submission date	Publication date	Question subject	Question	Answer
104	18/05/2017 20:34	23/05/2017 09:57	QA # 49	<p>a) In your answer to question 49, you state that "external providers have no role" in the Agency's project governance. Nevertheless, given the nature of services requested under both service areas, we understand that the contractor will provide (on-demand) high level consultancy and support to the Agency in the field of project governance (e.g. consultancy on IT strategy and technical roadmap etc., technology market analysis etc). Can you please confirm?</p> <p>b) In you answer to question 49 you define that Prince2 is used for project management. Nevertheless in the profiles you define that project managers should master a project management methodology: PMI or Prince2 or equivalent. Would a proposed approach (in the technical offer) based on PMI or an equivalent best practice methodology be acceptable by EASA?</p> <p>c) In your answer to question 49 you define that Agile Development is used by EASA for application development. In the profile descriptions, RUP methodology is referred. Is RUP the specific Agile methodology that is used in EASA? If not, could you please define which Agile methodology is currently used?</p>	<p><b>23/05/2017</b></p> <p>a) There might be specific consultancy and support related to or impacting Governance.</p> <p>b) Yes</p> <p>c) The applicable methodology for in house applications (developed and maintained) is based on an adaptation of methodologies developed by multiple references (Disciplined Agile Delivery Methodology, Handbook of the Secure Agile Software Development Life Cycle, Secure Development Lifecycle).</p>



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#	Submission date	Publication date	Question subject	Question	Answer
105	19/05/2017 13:28	23/05/2017 09:58	Takeover	"In Tender Specifications we have only observed references to the handover period but not to the takeover period. Our understanding is that the awarded tenderer will takeover services from the current Lot 1 Applications & 2 Infrastructure. 1) Could you please indicate that our understanding is correct? 2) Could you please indicate the maximum duration for the takeover of the new Framework Contract?"	<b>23/05/2017</b> Please refer to Question74.



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#	Submission date	Publication date	Question subject	Question	Answer
106	19/05/2017 15:45	23/05/2017 10:03	Annex VI – Profile Description	<p>With reference to Annex VI – Profile Description of tendering specifications, we understand that for more than one technologies listed in a bullet point of “Required proficiency in Information Services” or “Education and work experience” the minimum experience required concerns the sum of the years in each listed technology and not each one individually.</p> <p>Our understanding is illustrated with the following example: For the “Developer Microsoft Technologies” profile, it is required to have “minimum of 5 years programming experience with C#, XHTML, CSSx, JavaScript/AJAX, ASP.Net, Silverlight and HTML”.</p> <p>Therefore, a consultant having experience 3 years in C#, ASP.NET, Silverlight and 2 years in XHTML, HTML, CSS, JavaScript (taking into account that the same period is not counted twice) is eligible for the respective profile.</p> <p>Please confirm our understanding or clarify further.</p>	<p><b>23/05/2017</b> Please refer to Question70.</p>



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#	Submission date	Publication date	Question subject	Question	Answer
107	19/05/2017 15:46	23/05/2017 10:06	Part II Tender Specifications - ANNEX VI Profile Description	With reference to QA#66, we understand that for the profiles 5, 6, 7, 9, 10, 11, 15, it is accepted that a full spectrum of competences requested is covered by the 2 (minimum) provided CVs per respective profile cumulatively. Please confirm our understanding or clarify further.	<b>23/05/2017</b> Please refer to Question66. It is accepted that a full spectrum of competences requested by a profile is covered by maximum 2 CVs (this counts for profiles 5, 6, 7, 9, 10, 11 &15).
108	19/05/2017 22:48	23/05/2017 10:08	CVs	With reference to the profile descriptions, our understanding is that Candidates must fulfil the requirements described under "General competences and skills", "Required Proficiency in information services" and "Education and work experience". The "Description of the main tasks" refers to the work that the Candidates will perform in the frame of the Contract and it is not mandatory for a Candidate to cover with his previous experience each and every bullet as described therein. Please confirm that our understanding is correct.	<b>23/05/2017</b> Your understanding is correct.
109	19/05/2017 23:13	23/05/2017 10:08	CVs	For the Helpdesk Assistant, "IT Service Management ITIL foundation knowledge" is requested. We understand that for this requirement basic knowledge or experience in ITIL is needed in order for a candidate to be eligible. Please confirm that our understanding is correct.	<b>23/05/2017</b> Your understanding is correct.



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### Call for tenders questions summary

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#	Submission date	Publication date	Question subject	Question	Answer
110	19/05/2017 23:17	23/05/2017 10:10	CVs	For the "IT System Security Administrator" profile, "Proven expertise in managing security solutions and components from the major vendors (Cisco, F5, Fortinet, Symantec, Microsoft, Open source...);" is requested. We understand that expertise in one or more of the vendors' solutions is requested and not expertise in the solutions of ALL the vendors. Otherwise it would be impossible for a candidate to know the solutions of all the vendors. Please confirm	<b>23/05/2017</b> With reference to Question66, it is requested to cover at least the listed technologies with maximum 2 CVs.
111	22/05/2017 14:17	23/05/2017 10:12	Profiles and CVs	In the QA67 you confirm the fact that we are authorised to propose the same CV for two different profiles. Is it also allowed to propose the same CV for more than 2 different profiles, provided the person has the required competencies?	<b>23/05/2017</b> Confirmed.

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