

Call for tenders' details

Title: External Provision of IT Services

Start date: 04/08/2018

Time limit for receipt of tenders: 20/09/2018

Contracting authority: European Parliament, DG Innovation and Technological support (ITEC)

Status: Closed

Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	08/08/2018 11:20	08/08/2018 13:09	CVs -LOT 7 - please disregard the previous question with the same subject- we slightly reformulated our question	For the sections "Indicative roles in a project/specific contract" in Part B to Technical Specifications (example page 82 of 115 of Part B), could you confirm our understanding that the proposed cv's do not have to comply with all of the specified expertise's of these sections?	08/08/2018 The project manager must have the Technical and Specific Expertise as described and proven by her/his Professional experience. We mention also indicative roles (PRM, TTM, TIM, TMM) within a project, but not linked to only 1 person.
2	08/08/2018 10:06	08/08/2018 13:13	CVs- Lot 7	With regard to Lot 7- For the sections "Indicative roles in a project/specific contract" in Part B to Technical Specifications (example page 82 of 115 of Part B), could you confirm our understanding that the proposed cv's must not comply with all of the specified expertise's of these sections?	08/08/2018 Question1

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#	Submission date	Publication date	Question subject	Question	Answer
3	07/08/2018 11:04	08/08/2018 14:29	All lots - Part D - service requirements - p. 14 security verification procedure	Files : 7. Consignes et procédures de ... 6. Manuel d'instructions... are not readable from the PDF file. Could you provide such annexes as individual PDF files?	08/08/2018 Really, for technical reasons, "Consignes et procédures de mise en oeuvre" and "Manuel d'instructions à l'usage des contractants" are not directly downloadable from Part D to Technical Specifications - Service Requirements. Now both documents are available, as separate files, in the Document Library of E-Tendering.
4	08/08/2018 13:43	08/08/2018 17:22	Excel file error	Regarding Tender Specifications, page 22 Form 2-Legal Entity and financial identification form, we could not access to the excel file, could you kindly update it again?	08/08/2018 For technical reasons the "Financial Identification Form" is not directly downloadable from the Tender Specifications. Now this document is available, as a separate file, in the Document Library of E-Tendering.
5	08/08/2018 11:20	09/08/2018 11:35	CVs -LOT3 - please disregard the previous question with the same subject- we slightly reformulated our question	For the sections "Indicative roles in a project/specific contract" in Part B to Technical Specifications (example page 82 of 115 of Part B), could you confirm our understanding that the proposed cv's do not have to comply with all of the specified expertise's of these sections?	09/08/2018 The pages mentioned in the question do not belong to Lot 3, but to Lot 7. In our understanding, this is a duplicated question of Question 1, please, refer to the answer to Question1

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#	Submission date	Publication date	Question subject	Question	Answer
6	08/08/2018 12:24	09/08/2018 15:31	Training certificated for CV candidates	We read that CVs must contain at least 2 references to trainings in 2016 - 2017 with their certificates of attendance. We have an in-house training unit that prepares trainings for internal consultants and holds them in events gathering several consultants. An attendance sheet is signed for these sessions. Could you please confirm that these trainings are valid for the CV selection?	09/08/2018 Yes, these in-house training courses are valid.
7	08/08/2018 12:24	09/08/2018 15:34	Part G of Technical Specifications. all lots. 3.3.CVs	Here you state that:"each CV must contain at least two reference sto trainings in 2016-2017 in relation (...)" Our understanding is that internal trainings (provided by our own training programme) is valid. Can you please confirm?	09/08/2018 See the answer given to Question6
8	09/08/2018 13:31	09/08/2018 15:42	All Lots - ITS19 – Trainings in 2016-2017	With reference to Section 3.3 CVs of Technical and professional capacity questionnaire for all lots, it is stated that “each CV must contain at least two references to trainings in 2016-2017[...]”. We understand that if a candidate has attended conferences that are relevant to his/her field (e.g. a Conference on Project Management for a Project Manager) during the period of 2016-2017 and has acquired certificates of completion can cover this requirement. Please confirm our understanding or clarify further.	09/08/2018 Yes we confirm your understanding.

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#	Submission date	Publication date	Question subject	Question	Answer
9	06/08/2018 15:11	09/08/2018 15:51	Subcontracting - Lots 1 to 10	Regarding the tender specifications, is it possible for the Contractor to propose to use subcontracting in the performance of the contract at some point even though he replied as a sole contractor to the tender ?	09/08/2018 Yes, it is possible to introduce a subcontractor during the life of the contract, subject to the approval of the European Parliament. Article 6."Subcontracting" of the Tender Specifications and Article II.6 "Subcontracting" of the Draft framework contract apply.
10	06/08/2018 15:17	09/08/2018 16:11	Estimated value of the contract	Would you be so kind as to provide the Bidders with the information about the estimated total value of the contract, considering each lots (according to Section II, point II.1.5, II.2.6 of the Contract notice)?	09/08/2018 Article 3."Description, purpose and estimated value of the contract" of the Tender Specifications applies. The volume of each lot is estimated in terms of person-hours. Point II.1.5 and point II.2.6 of section II of the Contract notice are not compulsory.

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#	Submission date	Publication date	Question subject	Question	Answer
11	07/08/2018 15:10	09/08/2018 16:31	Price Evaluation Form (All Lots)	<p>In the price evaluation forms, you have included in the "Introduction" worksheet two constraints: (a) hourly prices should be expressed with maximum two decimal places, and (b) the price quoted for off-site mode must be at least 20% lower than the prices quoted for the same profile for on-site mode.</p> <p>For the first constraint, there is a corresponding check. For the second constraint there is no rule or check in the corresponding cells and any price can be filled-in.</p> <p>Please consider changing the price evaluation forms for all lots and include rules based on which it will be impossible for tenderers to include a value in the corresponding cells that will not respect these constraints.</p>	<p>09/08/2018 The boxes of the price evaluation forms to be filled in by the Tenderers are unprotected and without formulas and/or rules. The Tenderers are free to fill in the table with the quoted prices.</p> <p>The conditions for the validity of the offers are clearly set out and will be checked by the European Parliament at the stage of the financial evaluation. The offers that would not satisfy these conditions will be rejected.</p>
12	07/08/2018 17:35	09/08/2018 16:44	Part C Technical Specifications page 4	<p>On regards to the maximum length stated, our understanding is that it only regards the technical answer. Therefore the Cover page and Table of content are excluded from the limit. Can you please confirm our understanding?</p>	<p>09/08/2018 Yes, your understanding is correct: the cover page and the table of content are not considered.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
13	07/08/2018 10:29	10/08/2018 11:35	Certificate of delivery from the client - all lots	For each reference, you request the certificate of delivery from the client (the template is in Annex 3). However, some bodies and institutions are not willing to sign predefined documents and use their own evidence for contract execution. For example the Publications Office of the European Union or DG TAXUD (the Commission) use their own templates, which do not contain the exact same information as Annex 3. Could you please confirm that it is allowed to use these evidence documents instead?	10/08/2018 Actually for each reference, the tenderer shall include a certificate of delivery from the client (Annex 3 of the Part G to Technical Specifications). This form should be used by the Client in order to certify that the reference is authentic. See instructions set out in Annex 3 of the Part G to Technical Specifications on page 70.
14	07/08/2018 17:38	10/08/2018 11:38	Part C Technical Specifications page 4	On regards to the technical answer, our understanding is that can use our own templates as long as all the restrictions stated in page 4 of 65 are respected. Can you please confirm?	10/08/2018 Yes, with reference to the replies to Case Studies and the answers to Questions, your understanding is correct. The conditions laid down in Part C to Technical Specifications ("Technical evaluation questionnaire") shall be totally respected.

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#	Submission date	Publication date	Question subject	Question	Answer
15	07/08/2018 17:40	10/08/2018 11:45	Freelancers	Our understanding is that in case CVs of freelancers are submitted, they must be accompanied by a letter of Intent. Can you please confirm if we need to use Form 3.3.B of the Tender Specifications for that? Can you please confirm that they do not need to provide any other document?	10/08/2018 Tenderers shall provide the number of CVs required for the Lot they are tendering for (it is indicated in Table 2 in article 3.2 "Profiles" of Part G to Technical Specifications for each specific Lot). It is mandatory to use ITS19 CV Template (Annex 1 to Part G to Technical Specifications). In the case of subcontracting, the Sole Tenderer/Group Leader must include a letter of intent from each declared subcontractor to put at the disposal of the main contractor the necessary resources for an adequate and satisfactory execution of the contract. In case of subcontracting of freelancers, a letter of intent shall be provided for each one.
16	07/08/2018 17:48	10/08/2018 11:52	Tender Specifications- page 26	In this page, you state Before signing this declaration, please make sure that : 1. the group's actual status and 2. an organisation chart of the group (...) Can you please clarify what do we need to provide under point 1?	10/08/2018 Annex V to the Tender Specifications sets out the list of the documents to be submitted with the Tender. Specifically, Form 3.2 B (group's actual status) and an organisational chart shall be submitted by a group of economic operators.

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#	Submission date	Publication date	Question subject	Question	Answer
17	09/08/2018 17:05	10/08/2018 12:10	CVs trainings - ALL LOTS	Our understanding is that if a person obtains an IT certification within years 2016-2017 it can be considered as a training. Please confirm.	10/08/2018 Yes, an IT certification in relation with the domain of the lot is considered as a valid training.
18	09/08/2018 17:21	13/08/2018 11:41	All Lots - Trainings references period	TS Part G - Can the period 2016-2017 for the 2 references to training in relation with the lot be extended to 2018?	13/08/2018 No, the training period referred in Point 3.3 "CVs" is related to 2016-2017.
19	09/08/2018 17:21	13/08/2018 11:44	All Lots - Trainings references as trainers	TS Part G - Can training sessions given by the resources be also taken into consideration for these references? This is particularly relevant for senior profiles who are more providing than attending such trainings.	13/08/2018 Yes
20	09/08/2018 17:22	13/08/2018 11:49	All Lots - Validity period for references	"TS Part G - Can you clarify ""the services referred to were ongoing as from 2015""? Can you confirm that a) services stopped before 2015 can not be considered b) services started before 2015 and still active in 2015 or later can be considered c) services started after 2015 can be considered"	13/08/2018 a) yes, it is correct b) yes, it is correct c) yes, it is correct

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#	Submission date	Publication date	Question subject	Question	Answer
21	09/08/2018 17:33	13/08/2018 11:55	Lot 10 - References	In the questionnaire, under Lot 10, point 4. References, we read "the services referred to were ongoing as from 2015". Do you confirm that we can present projects that started earlier (e.g. in 2013 or 2014), but when filling the details in the reference form, we will only describe a subset of that project, meaning the services offered from 2015 to 31/05/2018 on and we only count days between 2015 and 31/05/2018?	13/08/2018 See answer to Question20
22	10/08/2018 12:42	13/08/2018 11:59	Training dates for CVs (all lots)	Many of our consultants have participated in training programmes during the 7 months which have already elapsed in 2018. Would you also accept training courses from 2018 in order to meet the requirement for at least 2 training courses attended during 2016-2017?	13/08/2018 No, see answer to Question18

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#	Submission date	Publication date	Question subject	Question	Answer
23	10/08/2018 11:49	13/08/2018 12:07	All lots - certificate of delivery	With regards to clarification question 13: You state that the use of Annex 3 - Certificate of delivery (p.70 - Part G of the tender specifications) is mandatory. However, some customers (such as the Publications Office - or some DGs in the European Commission) refuse to sign these kind of documents. Additionally, during the holiday period, several customers are not available and unable to sign the certificate of delivery in Annex 3. This puts the preparation of tenders in danger, as tenders might not reach the thresholds even though good references are available. Would you please accept other certificates signed by the customer clearly stating the execution of contracts by the tenderer?	13/08/2018 Please see instructions on Annex 3 to Part G to Technical Specifications.

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#	Submission date	Publication date	Question subject	Question	Answer
24	10/08/2018 15:33	13/08/2018 12:12	CV with Trainings (all lots)	As requested in Annex G, you state that each CV must contain at least two references to trainings in 2016-2017- Our understanding is that this request aims at demonstrating the extense and real applicability of our training program. Nevertheless, we have a lot of new hires with a compliant CV that did not have time yet to follow any training under our "training program" Could we then kindly ask you to exclude this requirement only for those consultants hired as of June 2018?	13/08/2018 No, see answer to Question18
25	10/08/2018 17:58	13/08/2018 15:59	ITS19 – All Lots – Content and presentation of Tenders	With reference to Section 3.1 Staffing table of Technical and professional capacity questionnaire for all lots, it is requested to provide the “organigram, organisational chart or equivalent document over his technical manpower.” Our understanding is that this document is to be provided by each co-contractor. However, the figures provided are in a Consortium level. Please clarify.	13/08/2018 The Group leader shall provide an organisational chart of the group which: - clearly specifies the role, qualifications and experience of each member of the group; - describes the division of tasks and the percentage co-contracted See annex V to Technical Specifications "Checklist of documents to be submitted with the tender".

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#	Submission date	Publication date	Question subject	Question	Answer
26	08/08/2018 18:40	13/08/2018 16:01	Lot 2_Training	Our understanding is that the training requirement for each profile on page 12 of Part G can be fulfilled by trainings organised by the tenderers as part of their own training policy/programmes and that the participants have received certificate of attendance from the trainer (whether external or internal trainer) – could you please confirm our understanding? If not, could you please clarify your expectations?	13/08/2018 Yes, your understanding is correct.
27	08/08/2018 18:38	13/08/2018 16:08	Lot 2_Permanent staff	Our understanding is that minimum 60% requirement on page 11 of Part G regarding the permanent staff is valid only for 3.1. staffing table– could you please confirm our understanding?	13/08/2018 Yes, your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
28	10/08/2018 12:50	13/08/2018 16:10	On regarding Form 2 Legal Entity and Financial identification.	<p>In case the consortium is designing one of the companies of the group as leader and giving mandate to it (and therefore, not creating a group as a separate entity). Our understanding is that we should indicate the following:</p> <ul style="list-style-type: none"> -Under the field "NAME": Name of the Consortium -Under the Field "Legal Form: Consortium without Legal personality -Under the fields related to the address, VAT N°, Registration N°, etc: Data related to the Group Leader -Under the section " ACCOUNT NAME": Data related to the Group Leader <p>Please confirm our understanding is correct, otherwise clarify. Thank you!</p>	<p>13/08/2018 Yes, your understanding is correct. But, in absence of legal Personality, leave blank the Field "Legal Form". Instructions set out in Point 17."Legal entity and financial identification" of the Tender Specifications apply.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
29	10/08/2018 17:57	13/08/2018 16:11	ITS19 – All Lots – Content and presentation of Tenders	With reference to Section 2 Agreement/alliances with third parties of Technical and professional capacity questionnaire for all lots, it is stated that “The number of agreements/alliances with third parties in the technical domain of the lot must be minimum 3.” Our understanding is that the minimum level of capacity is evaluated as a Consortium and not for each co-contractor. Please confirm.	13/08/2018 Yes, your understanding is correct.
30	11/08/2018 17:51	13/08/2018 16:18	Part G-technical selection- lot 8	On lot 8, you request a document to cover 5.1. Cybersecurity Operational Centre. Our understanding is that in case of joint offer, the document has to be provided at consortium level. Can you please confirm our understanding?	13/08/2018 Yes, your understanding is correct.
31	08/08/2018 12:38	14/08/2018 08:47	Document: EN-02A01G ITS19 - Part G to Technical Specifications - Technical and professional capacity questionnaire, Lot 10, Page 59	In the references for Lot 10, the 50% of Off-Site work needs to be entirely performed in Fixed Price mode?	14/08/2018 The tender specifications state that the tender needs to provide references of projects that have "been performed under off-site (at least 50% of the project) fixed price mode." This is to be understood to say that the project was contracted at a fixed price and at least 50% of the project was executed off-site, while the remaining percentage of the project work (still under the same fixed-price contract) might have been undertaken on-site or near-site.

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#	Submission date	Publication date	Question subject	Question	Answer
32	08/08/2018 14:16	14/08/2018 10:42	CVs- Lot 3 and Lot 7	<p>For the following statement (see §3.3 of EN-02A01G ITS19 - Part G to Technical Specifications - Technical and professional capacity questionnaire.docx) : “Each group of CVs proposed for one specific profile shall cover as widely as possible the domain of the lot as to allow the contracting authority to assess the tenderer’s capacity for the services required for that lot. The Provision of a group of CVs for one profile covering perfectly only a small subset of the technologies and skills required will be considered as eliminatory.”</p> <p>Could you precise what the Parliament means by “small subset of the technologies and skills”? If only one or two cvs are required for one specific profile, what would you consider as “not small” amongst a subset of more than 50 technologies as specified in “EN-02A01F ITS19 - Part F to Technical Specifications - EP IT Environment and Development Standards.pdf”.</p>	<p>14/08/2018 For LOT3 and LOT7, we required 2 CV per profile specialised in the domain. This evaluation will be done by lot among the domain specified with specific skills, and not globally.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
33	10/08/2018 18:25	14/08/2018 10:44	LOT 7: Part B Cv's	<p>For the following statement (see §3.3 of EN-02A01G ITS19 - Part G to Technical Specifications - Technical and professional capacity questionnaire.docx) : “Each group of CVs proposed for one specific profile shall cover as widely as possible the domain of the lot as to allow the contracting authority to assess the tenderer’s capacity for the services required for that lot. The Provision of a group of CVs for one profile covering perfectly only a small subset of the technologies and skills required will be considered as eliminatory.”</p> <p>Could you precise what the Parliament means by “small subset of the technologies and skills”? If only one or two cvs are required for one specific profile, what would you consider as “not small” amongst a subset of more than 50 technologies as specified in “EN-02A01F ITS19 - Part F to Technical Specifications - EP IT Environment and Development Standards.pdf”.</p>	<p>14/08/2018 Please refer to answer : Question32</p>

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#	Submission date	Publication date	Question subject	Question	Answer
34	13/08/2018 20:13	14/08/2018 16:24	All lots - reuse of CVs across several lots	For profiles with similar requirements in different lots like Project Manager and Team Leader, can we use the same CV in several lots if the person meets the criteria imposed for different lots?	14/08/2018 No. An individual person can be counted only in one profile. In case of multiple submissions an individual person can be counted in one lot only. Tenderers may submit offers for several non-exclusive lots (see exclusions among lots in Part A to the Technical specifications "Lots - Specification of services"). In this case, their capacity will be analysed for each individual lot, but also globally for all lots for which they tender. This means that if a tenderer submits an offer for more than one lot, the assessment of its capacity will be based on the sum of the minimum values required for each lot applied for.
35	09/08/2018 18:20	14/08/2018 16:31	Tender Specifications, section 4. PARTICIPATION IN THE TENDER PROCEDURE	Tender Specifications, section 4. PARTICIPATION IN THE TENDER PROCEDURE Our company is based in a European Union Member State. For the delivery of our services, we may rely on other entities from our group. Amongst these, we have a delivery centre based in a non-European country, namely in India. Would you please confirm that we can declare them as subcontractor?	14/08/2018 Yes

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#	Submission date	Publication date	Question subject	Question	Answer
36	07/08/2018 12:12	14/08/2018 16:32	References	<p>We have a question concerning Part G-Technical specifications- Technical and professional capacity, p. 19, references for Lot 3. It is stated "References from the tenderer's company or branches of the tenderer's company will not be accepted". We are an international company and we intend to rely on capacities of our sister companies when it comes to References (and CVs). Base on the statement in the general tender specifications: EN-02 ITS19 - Tender Specifications, p. 5, p. 13, p. 14 "The tenderer may also rely on the capacity of other entities, irrespective of the legal nature of the links between himself and those entities"; we understand that such references will be accepted, if "a commitment by these entities is provided". Could you please confirm our understanding?</p>	<p>14/08/2018 In conformity with Point 4."References" of Part G to Technical Specifications: - the tenderer shall provide five different references from CLIENTS on services similar in scope and size to the service requirements of the lot he is tendering for. - the references from the tenderer's company or branches of the tenderer's company will not be accepted. Meaning that the tenderer's company or its branches cannot be considered as a service reference "client". In conformity with 14.3."Technical and professional capacity" of the Tender Specifications: - Tenderers must have sufficient technical and professional capacity to enable them to perform the contracts in compliance with the contractual provisions, taking into account its value and scale. - The tenderer may also rely on the capacity of other entities, irrespective of the legal nature of the links between himself and those entities. In that case, he must prove to the European Parliament that he will have the resources needed to perform the contract, for instance by providing a commitment by those entities to that effect.</p>

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					effect. Meaning that a service reference provided by a CLIENT of a committed entities (included entities that are integrated or branches of the own Tenderer's Company) will be accepted.

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#	Submission date	Publication date	Question subject	Question	Answer
37	12/08/2018 15:32	16/08/2018 11:22	Lot 2: Case Study	<p>In this Case Study (section 5), you request for a communication and marketing strategy for the new site. Specifically, it is requested: Define a launch plan / Identify communication tools and target audience / and Propose communication plan. Our questions on this abstract requirement is as follows:</p> <ol style="list-style-type: none"> 1. In the communication plan can we envisage social media only? 2. Can we consider as part of the communication plan a launch event? posters? flyers? email campaign? what are the limitations we have if any? 3. In relation to questions 1, 2 everything we propose will have a budget allocation impact. Do you care about that? Is there a budget necessary for the new website or are we allowed to be creative and consider everything that is necessary to achieve the best communication and dissemination for the new website? 4. Can you please confirm that you DO NOT require a budget for the new website? 	<p>16/08/2018 The only constraint of a answer to this section is a number of pages (maximum 4 A4 pages).</p>

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#	Submission date	Publication date	Question subject	Question	Answer
38	13/08/2018 13:27	16/08/2018 11:24	Lot 2	As a reference, can we propose a Framework contract under which part of the activities performed are relevant to the technical areas covered by lot 2 and some are not, providing that the minimum requirement of 500 man-days are related to areas of activities are relevant to Lot 2?	16/08/2018 Yes
39	13/08/2018 18:40	16/08/2018 11:32	Lot 2	In the description of the Case Study, it is written that the tenderers are expected to propose a "Website on its own". Could you please clarify if the project objective is to create a standalone website (with its own URL, hosted outside the Parliament website) or a new section of the EP website ?	16/08/2018 Both options are accepted.
40	13/08/2018 18:40	16/08/2018 11:34	Lot 2	In the section 3.1, the tenderers are expected to provide a prototype "including sections 1 to 5 described above". Could you please clarify it this means that the tenderers are free to add new content as long as it includes sections 1 to 5 as described on page 15 or do you expect the content of the new website to be only composed of information coming from those sections?	16/08/2018 Yes, the tenderers are free to add new content as long as it includes sections 1 to 5 as described on page 15.

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#	Submission date	Publication date	Question subject	Question	Answer
41	13/08/2018 18:41	16/08/2018 11:39	Lot 2	With regards to the 6. Innovation, shall the new section to be created be integrated in the website prototype (thus respecting the EP Graphic Charter as requested as contrary to what is written on 6.2) or is it a feature intended to be located elsewhere?	16/08/2018 The answer to the section 6. Innovation requires only an explanation of your approach and mock-ups.
42	13/08/2018 18:42	16/08/2018 11:42	Lot 2	With regards to 3.3. Search engine proposal, could you please clarify what you mean by "Parliament would like to extend its website"? Could you please confirm that you are not expecting the new website prototype to include this feature but rather asking tenderers a technical recommendation for the future integration of such a feature to the new website?	16/08/2018 "3.3. Search engine proposal" requires only your recommendation in terms of approach, technology and functionality.
43	14/08/2018 12:24	16/08/2018 11:46	Lot 2	Can you clarify whether or not the page limitations given on pages 15 and 16 of Part C to Technical specifications include diagrams and photos?	16/08/2018 Diagrams and photos are part of page limitations.
44	14/08/2018 12:26	16/08/2018 11:49	Lot 2	Can we provide with the working prototype (p 16 of Part C to Technical specifications) a Word document with a description of our approach and strategy proposed?	16/08/2018 No

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#	Submission date	Publication date	Question subject	Question	Answer
45	09/08/2018 11:48	16/08/2018 11:51	[L2-PWDV] educational qualifications	In Part B to Technical Specifications, in the Introduction, it says "A Bachelor can be compensated by a Secondary School degree with 6 years of professional experience in an ICT related field." However, in the Lot 2 profile Web Developer [L2-PWDV], it says "Bachelor or minimum 3 years post-secondary education in an ICT related field, or equivalent background knowledge and experience." A possible interpretation is therefore that 3 years of equivalent work experience would compensate for the education requirement for L2-PWDV. Or, it could be the case that the equivalent work experience would be 6 years + Secondary school degree, as specified in the Introduction for all profiles. Could you please clarify which interpretation is correct?	16/08/2018 "A possible interpretation is therefore that 3 years of equivalent work experience would compensate for the education requirement for L2-PWDV." is not correct.

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#	Submission date	Publication date	Question subject	Question	Answer
46	08/08/2018 12:19	16/08/2018 15:47	Part b Technical Specifications- Profiles	Within this document several profiles describe two seniority level, Standard ad Senior. Our understanding is that the CVs to be provided (as requested in Part G) are not linked to a seniority level, and therefore CVs provided can be complaint with any of the above-mentioned seniority levels. Can you please confirm?	16/08/2018 We considered there is an evident clerical mistake in the wording of your question: we read "compliant" (instead of complaint). Point 3.3 "Cvs" of part G to Technical Specifications applies. Each and every CV proposed must be fully conformant with the individual requirements laid down for the profile, e.g. educational qualifications, training, number of years of documented professional experience, language skills
47	10/08/2018 17:58	16/08/2018 15:49	ITS19 – All Lots – Content and presentation of Tenders	With reference to Section 3.2 Profiles of Technical and professional capacity questionnaire for all lots, it is requested to provide the “organigram, organisational chart or equivalent document over his staff with experience in the domain of the lot”. Our understanding is that this document is to be provided by each co-contractor. However, the figures provided are in a Consortium level. Please clarify.	16/08/2018 See answer to Question25

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#	Submission date	Publication date	Question subject	Question	Answer
48	07/08/2018 18:01	17/08/2018 10:18	Part G to Technical Specifications, under point 4. reference (all lots)	<p>You state: "references from the tenderer's company or branches of the tenderer's company will not be accepted"</p> <p>Our understanding is that, in case a Company is part of a group, references from companies of the group (branches, mother company, etc) can be provided as long as an endoresement letter is provided from the company of the group who executed the services. Can you please confirm?</p>	<p>17/08/2018 See the answer given to Question36</p>
49	10/08/2018 17:59	17/08/2018 10:40	ITS19 – All Lots – Content and presentation of Tenders	<p>With reference to PART C to Technical Specifications – Technical evaluation questionnaire for all lots, in some case studies it is stated “No prices have to be mentioned in the provided document.” Our understanding is that statement should be applicable in all Lots and all case studies/Questions. Please confirm.</p>	<p>17/08/2018 No price should be quoted in Part C "Technical evaluation questionnaire" to Technical Specifications. The financial evaluation will be performed exclusively on the basis of the answers to Annex II “Price evaluation form” to Tender specifications.</p>
50	13/08/2018 13:26	17/08/2018 10:49	Lot 2	<p>Under the same Framework contract, we have been awarded two different lots. For each lot, specific contracts have been signed with the contracting authority. Can the tenderer consolidate the data related to the two lots under one single reference? Will this reference be eligible?</p>	<p>17/08/2018 Yes, given that the services provided are similar in scope and size to the service requirements of the lot which you are applying for.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
51	14/08/2018 14:35	17/08/2018 11:09	Lot 10: Clients eligible for references	<p>Dear sir madam,</p> <p>Part G of the technical specifications, section 4 of Lot 10 (p. 59) states that "only one reference may be in the European Parliament or in one of the other participating European Union Institutions, Agencies or Other bodies". We would like the following clarifications about this statement:</p> <p>a) For Lot 10 this means five authorities, namely the European Parliament, the Translation Centre for the Bodies of the European Union, the Council of the European Union, the European Court of Auditors and the EMCDDA (Lisbon). Is this correct or do more bodies need be considered as part of the group?</p> <p>b) Can we consider the European Commission as being outside this group? In other words, is it OK if we provide one reference for the European Commission and a second one for one of the authorities in part (a) of the question?</p> <p>c) Similarly, can we consider other EU agencies, e.g. EU IPO, EFSA, etc., as outside this group? In other words, is it OK if we provide one reference for e.g. EU IPO and a second one for one of the authorities</p>	<p>17/08/2018</p> <p>a) The list of participating EU Institutions, Bodies and Agencies is listed in the Invitation Letter to this Call for Tenders.</p> <p>b) yes</p> <p>c) yes</p> <p>d) yes</p> <p>e) yes</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				<p>second one for one of the authorities in part (a) of the question?</p> <p>d) Similarly, can we consider each decentralised agency as a different, eligible client? In other words is it OK if we provide one reference for EFSA, a second one for EU IPO and a third one for one of the authorities in part (a) of the question?</p> <p>e) Is the European Commission considered a different client from the EU's decentralised agencies?</p> <p>Thank you in advance.</p>	
52	13/08/2018 11:25	17/08/2018 11:11	Pricing	<p>On the pricing, we need to provide prices On-site, near-site and off-site. Our understanding of near-site means that services are to be provided off-site client premises but at a close distance (i.e. in the same city where client offices are established) Can you please confirm or provide further clarification?</p>	<p>17/08/2018</p> <p>In the case of near-site work, the execution will take place primarily in the contractor's premises located outside the European Parliament premises but at an adequate distance so as to enabling the contractor's staff in question to be on site within a maximum of two hours. The two hours distance is to be understood as the maximum time allowed from the time of the request for on-site presence by the European Parliament to the arrival time to the European Parliament premises.</p> <p>See page 11 Point 4.2 "Place of work" of Part D to technical Specifications.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
53	10/08/2018 17:53	17/08/2018 11:31	ITS19 – All Lots – Content and presentation of Tenders	<p>With reference to the document EN-01b ITS19 - Conditions for submitting a tender, section 5 & 6 we read:</p> <p>In Section 5 “You must submit a signed original tender clearly marked as such presented in three separate files - general, technical and financial part as described below (please use ring binders A4 2 rings) - with each page duly completed and perfectly legible so as to preclude any doubt whatsoever as to the wording and figures. The tender should be accompanied by two CD-ROMs, each electronic support containing an exact copy of all the paper documents submitted in digital format. In Section 6 “ The inner envelope must itself contain two sealed envelopes, one containing the general part and the technical part and the other the financial part. Each of those envelopes must clearly indicate the content (“General and Technical parts” and “Financial part”).</p>	<p>17/08/2018 No, the tender should be accompanied by two CD-ROMs, each electronic support containing an exact copy of all the paper documents submitted in digital format</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				<p>Our understanding as concerns the electronic version of the proposal and taking into account the structure of the paper version, is that we should provide:</p> <ul style="list-style-type: none"> • 2 CD-ROMS including within the documents/evidence related to the I – General Part & II – Technical part. The 2 CD-ROMs will accompanied the relevant paper version and all together (paper and electronic version) will be provided in a separate sealde folder, named General and Technical Part • 2 CD-ROMS including within the documents/evidence related to the III – Financial part. The 2 CD-ROMs will accompanied the relevant paper version and all together (paper and electronic version) will be provided in a separate folder, named Financial Part <p>Can you please confirm our understanding or else specify accordingly?</p>	

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#	Submission date	Publication date	Question subject	Question	Answer
54	14/08/2018 18:34	17/08/2018 11:38	Competence rating on CV template (all lots)	For an experience of between 0 and 1 year with a given technology, the footnote in the Software Expertise table indicates that the cell should be left blank. This could give the impression that a consultant with e.g. 11 months experience in a technology has no experience, whereas in reality he/she could have accumulated a solid understanding during that time. For a less complex technology, or a technology related to a technology already known by the consultant, a meaningful understanding could even be obtained in a shorter period of time. Would you please therefore consider giving credit for experience of less than one year by applying the following rule: IF Experience >= 1 Month AND Experience < 24 Months, THEN Competence = 1?	17/08/2018 No, Competence 1 means between 1 and 2 years. For technologies between 0 and 1 year, please leave the cell blank.
55	16/08/2018 18:26	20/08/2018 15:46	Lot 8 - Good command of French	Can you clarify the profile requirement "good command of French" (Part B to TS) according to the Europass Language Passport classification?	20/08/2018 Please notice that in Lot 8, the knowledge of French is not a mandatory requirement. Good command of French will be considered an additional asset.

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#	Submission date	Publication date	Question subject	Question	Answer
56	14/08/2018 14:57	21/08/2018 10:35	Font size requirements	<p>Dear sir / madam,</p> <p>The technical specifications ask for use of the Times New Roman, 11pt, font. Are we allowed to use larger font size for section and sub-section headings and keep the 11pt font for the body of the text?</p> <p>Thank you in advance.</p>	<p>21/08/2018 No, the format Times New Roman font 11pt with 2cm top-bottom-left and right margins must be complied.</p>
57	14/08/2018 17:36	21/08/2018 10:41	evidence documentation subcontractors	<p>In the checklist (Annex V) to the tendering specifications, we read that subcontractors should fill the Declaration on honour. However, they are not requested to provide "documents to be submitted by the awardee(s) before signature of the framework contract" such as the recent extract from the judicial record. As the judicial record and the other documents in this section are evidence documents for the Declaration on Honour, do you confirm that the subcontractors will not be requested to provide any evidence documentation related to the declaration on honour?</p>	<p>21/08/2018 See point VI-"Evidence upon request" of Form 4-"Declaration on honour concerning the exclusion and selection criteria"</p>
58	16/08/2018 16:39	21/08/2018 10:48	Lot 10 - Case Study - Question #2	<p>Could you please confirm that PBS is an abbreviation for 'Product Breakdown Structure'?</p>	<p>21/08/2018 Yes, indeed, PBS means "product breakdown structure".</p>

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#	Submission date	Publication date	Question subject	Question	Answer
59	20/08/2018 10:43	21/08/2018 10:51	Lot 10 types of orders	Besides fixed price, will Lot 10 have other types of orders (e.g. TM or QTM)?	21/08/2018 As indicated in the lot's name, lot 10 covers "Off-site fixed price development for new projects".
60	08/08/2018 12:37	21/08/2018 10:52	Document: EN-02A01G ITS19 - Part G to Technical Specifications - Technical and professional capacity questionnaire, Lot 10, Page 59	In the references for Lot 10, they must be Fixed Price for all the project? Or only for the Off-Site work?	21/08/2018 Question31
61	20/08/2018 11:30	21/08/2018 10:54	Trainings	LOT 3: Can language trainings be considered as valid trainings to satisfy the condition 'each CV must contain at least two references to trainings in 2016-2017 with the domain of the lot ' in document 'EN-02A01G ITS19 - Part G to Technical Specifications -Technical and professional capacity questionnaire' section 3.3 for Lot 3, when they refer to one of the languages of the execution of the LOT, i.e. French or English?	21/08/2018 No, each CV must contain at least two references to trainings in 2016-2017 in relation with the domain of the lot and must be substantiated by the corresponding certificates of attendance.
62	17/08/2018 11:50	21/08/2018 10:54	ITS19-All Lots - Number of paper copies	With reference to the document 'EN-01b ITS19 - Conditions for submitting a tender', section 5 and to the answer to Question #53, we understand that we should submit only one signed original tender in paper and there is no need for additional paper copies. Please confirm.	21/08/2018 Yes, your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
63	17/08/2018 15:14	21/08/2018 10:56	All Lots - ITS19 – Trainings in 2016-2017	<p>With reference to Section 3.3 CVs of Technical and professional capacity questionnaire for all lots, it is stated that “each CV must contain at least two references to trainings in 2016-2017[...]”.</p> <p>In many cases related to the PMP certification, a candidate attends several of the on-line webinars for PDU gathering purposes but they do not provide a certificate of attendance (apart from the PMI.org report listing). Could you please confirm that the PMI.org report listing is considered sufficient to cover this requirement? Please confirm our understanding or clarify further.</p>	<p>21/08/2018 Yes</p>
64	17/08/2018 15:22	21/08/2018 11:03	All Lots - ITS19 – Trainings in 2016-2017	<p>With reference to QA#17 published at 10/08/2018, we would like to clarify how we should complete the “CV training page” of “Annex 1 – ITS19 CV TEMPLATE” when we consider an IT Certification. We understand that the “Company/institute organising the training” field should be filled-in with the name of the organisation/ vendor providing the certificate and the “Training duration in days” field should be filled-in with the date that the certification was acquired. Please confirm our understanding or clarify further.</p>	<p>21/08/2018 Yes, but the training duration shall be indicated.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
65	20/08/2018 11:31	21/08/2018 11:06	Trainings	LOT 3: Can behavioural development / management trainings be considered as valid trainings to satisfy the condition 'each CV must contain at least two references to trainings in 2016-2017 with the domain of the lot ' in document 'EN-02A01G ITS19 - Part G to Technical Specifications - Technical and professional capacity questionnaire' section 3.3 for Lot 3, when they refer to senior profiles that involve managing people or teams?	21/08/2018 See answer to Question61

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#	Submission date	Publication date	Question subject	Question	Answer
66	17/08/2018 15:23	21/08/2018 11:07	ITS19 – All Lots – Content and presentation of Tenders	<p>With reference to QA#53, we read: "the tender should be accompanied by two CD-ROMs, each electronic support containing an exact copy of all the paper documents submitted in digital format". Our understanding is that we need to provide:</p> <p>A) 2 CDs, each of them will include an exact copy of all the paper documents, from all three parts General, Technical and Financial Part within the same CD.</p> <p>B) 1 CD which will include the General and the Technical Part and 1 CD which will include the Financial part.</p> <p>Can you please confirm which of the 2 options above (A or B) is considered as sufficient?</p>	<p>21/08/2018 Arrangement "A" is the required one.</p>
67	20/08/2018 11:33	21/08/2018 11:16	Education	<p>LOT 3: In document 'Part B to Technical specifications - Profiles' you mention for the PPRM profile that a certification must be as follows: Programme management (PMI-PgMP, or similar equivalent certification, for the senior profile) (page 40). Can a qualification replace this certification, for example 'Master en Administration des Entreprises': http://iae.univ-pau.fr/pdf/master_mae.pdf</p>	<p>21/08/2018 Yes, provided that this qualification is equivalent to the required certifications.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
68	17/08/2018 14:03	21/08/2018 11:26	EU Security Clearance	Do you require EU Security Clearance for the consultants?	21/08/2018 No, it will be required at the moment of the execution of the specific contracts.
69	17/08/2018 14:58	21/08/2018 11:33	All Lots	<p>1. Should sub-contractors be required to give all answers for the "technical and professional capacity questionnaire" - Part G to the Technical Specifications.</p> <p>2. When responding to this call for tenders, if we depend on a reference from a sub-contractor to qualify for a Lot, is that sub-contractors required to give all answers for the "technical and professional capacity questionnaire" - Part G to the Technical Specifications?</p>	21/08/2018 Tenderers may always rely on the technical and professional capacities of one or more subcontractors, but the technical and professional capacity questionnaire shall be provided ONLY by the sole tenderer or the group leader.
70	17/08/2018 15:04	21/08/2018 11:35	Lot 3 - Case Study 3 - Sourcing	In case study 3 of Lot 3, is is stated that: "The cascade mechanism may apply at every request offer". Can you please clarify?	21/08/2018 See Point 12. PERFORMANCE OF FRAMEWORK CONTRACTS of the Tender specifications.

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#	Submission date	Publication date	Question subject	Question	Answer
71	17/08/2018 15:13	21/08/2018 11:38	ITS19 – All Lots – SLA – SERVICE: TIME & MEANS (TM) – TM-5. Correct level of expertise in relation with the request for offer.	<p>Computation method: “Check whether the concerned consultant meets the required level of expertise.”</p> <p>TM-5 is a quality indicator pertaining to the delivery process. We assumed that the validation of the consultants’ level of expertise would take place during the ordering process, through CV reviews and interviews.</p> <p>What is the purpose of this quality indicator for the delivery process?</p>	<p>21/08/2018</p> <p>The minimum quality performance levels define the acceptable values for the service in all areas (contractual, administrative, technical or managerial) related to performance of services under the framework contract.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
72	17/08/2018 15:13	21/08/2018 11:41	ITS19 – All Lots – Profiles	<p>With reference to Part B to Technical Specifications – Profiles, it is stated that: “a Bachelor can be compensated by a Secondary School degree with 6 years of professional experience in an ICT related field” and “a Master can be compensated by a Bachelor and 4 years of professional experience in an ICT related field”.</p> <p>Therefore, in the case that the educational qualification requested for a profile is a Master, we understand that it can be compensated by a Secondary School degree with 6 years (for the Bachelor) plus 4 years (for the Master) = 10 years of professional experience in an ICT related field. Please confirm our understanding or clarify further.</p>	<p>21/08/2018 Yes, your understanding is correct. A Bachelor can be compensated by a Secondary School degree with 6 years of professional experience in an ICT related field. A Master can be compensated by a Bachelor and 4 years of professional experience in an ICT related field</p>
73	19/08/2018 14:12	21/08/2018 11:50	Lot 10 - Two CD-ROMs	<p>Could you please specify in which envelope should the two CD-ROMs be placed? The one containing parts I and II or the one containing part III?</p>	<p>21/08/2018 The tender should be accompanied by two CD-ROMs.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
74	19/08/2018 14:15	21/08/2018 11:55	Lot 10 - Signature of the tender	<p>The Conditions for submitting a tender specify that the tender must be signed by the tenderer or his duly authorised representative.</p> <p>Does this refer to the signatures that the group leader must put in the several forms of part I and part III or does it refer to any additional signature? If it refers to additional signatures, where do they need be put (e.g. initials at bottom of each page)?</p>	<p>21/08/2018 See instructions given in Form 3.1 - "Specimen signature form for the sole tenderer or Group Leader" of the Tender specifications.</p>
75	17/08/2018 15:59	21/08/2018 15:38	Lot 2/Case study-Business use cases	<p>For case study 1 (point 2.2-p16) 2 business use cases should be provided.</p> <p>As:</p> <ul style="list-style-type: none"> • a business case is a situation described from the publisher's point of view (in this case the European Parliament); • a user case is a situation described from the user's point of view. <p>Can you please clarify your understanding/definition of a business use case?</p>	<p>21/08/2018 A business use case can be any situation described by any actor (publisher, user, etc.)</p>

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#	Submission date	Publication date	Question subject	Question	Answer
76	16/08/2018 15:29	21/08/2018 15:52	Clarification 45	Our understanding from your answer is that L2-PWDV needs either a Master degree or a Bachelor with SIX (6) years of experience and not 3. correct?	<p>21/08/2018 Your understanding is not correct.</p> <p>For L2-PWDV, educational qualifications must be: - bachelor degree in ICT, OR - min 3 years post-secondary education in ICT, OR - secondary school degree + 6 years professional experience in an ICT-related field.</p> <p>For L2-PWDV, professional experience must be: Minimum 2 years of professional experience as web developer.</p> <p>Professional experience comes in addition to educational qualifications.</p>
77	21/08/2018 15:12	21/08/2018 16:03	LOT 7: EN-02A01B ITS19 - Part B to Technical Specifications - Profiles.pdf	In the Technical Expertise of profile "Solution Architect" [L7-PSAT] we read: "White papers, articles, books, publication author and/or contributor". Please confirm our understanding that the EP would accept a L7-PSAT that has published and/or contributed in white papers, books, publication, on an intranet.	<p>21/08/2018 Yes we confirm.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
78	09/08/2018 14:23	22/08/2018 10:23	Training for [L3-PITS]	The profile IT Specialist [L3-PITS] only requires one year of professional experience. Therefore, a consultant with enough experience for this profile might not have worked in 2016, and thus only have had 50% of the time available for potential trainings. For this reason, would you accept a CV with 1 reference to training in 2016-2017 for this profile?	22/08/2018 No, each CV must contain, at least, the number of references to trainings as requested in the technical specifications.
79	20/08/2018 11:17	22/08/2018 10:24	Lot 3 - Case Study 3 - Production Environment	Can you please specify the location of the production environment for the system that is subject to maintenance in the context of Case Study 3?	22/08/2018 Could you please reformulate your question clarifying what do you mean by "production environment"?

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#	Submission date	Publication date	Question subject	Question	Answer
80	20/08/2018 11:29	22/08/2018 10:24	Project management (PMI-PMP, PRINCE 2 or similar equivalent certification)	LOT 3: In document 'Part B to Technical specifications - Profiles' you mention for the PPRM profile that a certification must be as follows: Project management (PMI-PMP, PRINCE 2 or similar equivalent certification) (page 40). In document 'EN-02A01A ITS19 - Part A to Technical Specifications - Lots - Specification of services', under the nature of tasks you mention 'Work must be carried out in accordance with ITIL for Service Management and COBIT for Information Technology Management.' (page 6). From this we conclude that an ITIL or COBIT certification satisfies the 'equivalent certification' mentioned above in document "Part B to Technical specifications - Profiles". Is our understanding correct?	22/08/2018 Your understanding is not correct. IT Service Management certifications are not considered similar equivalent certifications to the Project Management ones.

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#	Submission date	Publication date	Question subject	Question	Answer
81	10/08/2018 14:46	22/08/2018 10:25	Lot 3 - Project Manager certification	<p>In Part B to Technical Specifications – Profiles for the Profile “Project Manager” [L3-PPRM] (pages 40-41) under the Technical Expertise you refer to Project Management (PMI-PMP, PRINCE 2 or similar equivalent certification). Can you please confirm our understanding that a Project Management certification is not required for all the resources that will be engaged as Project Managers and only project management experience is required?</p> <p>If our understanding is not correct and a Project Management is required for all proposed personnel for the L3-PPRM, can you explain why in Part G to the Technical Specifications – Technical and professional capacity questionnaire, in page 20 for Lot 3 under the 5. Quality assurance and control mechanisms / Minimum level or capacity you state “At least 50% of the proposed personnel for the L3-PPRM profile must be recognized certificate holders in Project Management (PMI, PRINCE2 or equivalent). At least two out of the three CVs provided as requested under Table 2 above must comply with this requirement and the certificates must be appended to this</p>	<p>22/08/2018 Please, refer to the document "EN-02A01G ITS19 - Part G to Technical Specifications -Technical and professional capacity questionnaire.docx", section "3.3 CVs" (page 18).</p> <p>All the requirements laid down for the selection criteria must be met separately.</p> <p>The CVs provided must: - Individually: comply with all the individual requirements laid down in the "Part B to Technical Specifications. Profiles" (e.g. educational qualifications, training, number of years of documented professional experience, language skills). - Per group of CVs proposed for one specific profile: cover as widely as possible the domain.</p> <p>In the specific case of the L3-PPRM profile referred in your question, the requirements laid down in the same document under "5. Quality assurance and control mechanisms" (page 20) also apply: "At least 50% of the proposed personnel for the L3-PPRM profile must be recognized certificate holders in Project Management".</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				certificates must be appended to this questionnaire.	
82	10/08/2018 17:51	22/08/2018 10:26	ITS19 - Lot 3 – Question “Maintenance off-site / on-site”	As the near-site activities are not mentioned, we understand that they are out of the scope of this question. Please confirm.	22/08/2018 As far as something is not explicitly excluded from a question, you can use it in the answer if it is related to the question and to this call for tender.
83	10/08/2018 18:27	22/08/2018 10:27	LOT 3: PART B Profiles	For LOT 3 – “EN-02A01B ITS19 - Part B to Technical Specifications - Profiles.pdf”: Could you confirm our understanding that the “Solution Specialist” [L3-PSSP] (page 44) is a Solution Specialist with experience in integrating ANY off-the-shelf solution.	22/08/2018 Your understanding is correct for the CVs submitted for the tender's assessment. However, the CVs that will be submitted later during the contract execution must be compliant with the requirements (including a specific off-the-shelf solution) defined in the corresponding specific contract.
84	22/08/2018 14:03	22/08/2018 15:36	New version of tender specifications (22/8/18)	A new version of the tender specifications has been published today but, as far as we can see, there is no highlight not track change to inform us of the differences with the previous version. Could you specify what are the differences between the 2 versions?	22/08/2018 See instruction for subcontractors added in point 18."Documents relating to signature of the tender" under "Remark" on page 23 of the Tender Specifications.

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#	Submission date	Publication date	Question subject	Question	Answer
85	20/08/2018 16:43	22/08/2018 15:46	Lot 4 - Part G profile PTTM	Under the profile description, the educational qualifications states "Bachelor for the Standard level and Master for the Senior level" Our understanding is that to cover this profiles, both CVs matching standards educational qualifications and/or Senior educational qualifications are acceptable. Can you please confirm?	22/08/2018 See instructions given in the "Introduction to profiles" (page 4) of Part B to Technical Specifications - Profiles. See also point 3.3 "CVs" of Part G to Technical Specifications.
86	21/08/2018 10:52	22/08/2018 15:47	evidence documents	With regards to clarification question 57: In the checklist (Annex V), under section "Exclusion criteria", page 4, subcontractors are not mentioned. For example in the field "A recent extract from the judicial record (or equivalent) for each economic operator", you write "To be provided by Sole Tenderer/Group Leader and Co-contractor(s). However, in point VI-"Evidence upon request" of Form 4-"Declaration on honour concerning the exclusion and selection criteria" (that you refer to in question 57), it is written that evidence will be asked for by the person signing the Declaration on Honour (which includes subcontractors). Could you please explain why subcontractors are not mentioned in the checklist (page 4 of Annex V) for these evidence documents that relate to the declaration on honour?	22/08/2018 For subcontractors this evidence is upon request, namely it shall be provided only if specifically required by the contracting authority.

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#	Submission date	Publication date	Question subject	Question	Answer
87	21/08/2018 14:51	22/08/2018 15:48	Lot 10 - Two CD-ROMs	Thank you for your answer to question #73. However, it is still not clear where exactly in the envelopes we should put the two CD-ROMs. Could you please indicate where?	22/08/2018 No specific arrangement is required for the electronic supports. The two CDs shall accompany the tender in the inner envelope, their position is not important.
88	22/08/2018 10:15	22/08/2018 15:49	All lots, submission	In QA 66, you confirm that 2CDs have to be provided, containing an exact copy of the three parts of the offer: (1) General, (2) Technical and (3) Financial. In order to make a consistency check of each tenderer's financial offer we consider that the Financial part must be provided in a separate CD. Please clarify how we should submit the financial part.	22/08/2018 Only two CD-ROMs are required, each electronic support containing an exact copy of all paper documents submitted.

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#	Submission date	Publication date	Question subject	Question	Answer
89	22/08/2018 14:16	22/08/2018 16:00	Part G - references - various lots (e.g. 3 and 7)	<p>The requirements about references are not identical for all lots. For lot 3 for instance, it reads "provide five different references among which three references must have got final acceptance by 31/05/2018 at the latest" while for lot 7 it is "provide three different references which must have got final acceptance by 31/05/2018 at the latest".</p> <p>However, the model of certificate of delivery is the same for all lots, with checkboxes (A or B) and (C or D) with</p> <ul style="list-style-type: none"> - A: "is performed" (do you mean is being performed? Please confirm) - B: "was performed" <p>We understand we have to select one or the other. Please confirm.</p> <ul style="list-style-type: none"> - C: "partially completed ... 500 man days" - D: "entirely completed" <p>We understand that here too, we have to select one or the other. Please confirm.</p>	<p>22/08/2018 Yes, you have to choose and tick the right box.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
90	22/08/2018 14:25	22/08/2018 16:03	ITS19 – All Lots – Proposal structure for the General part	<p>A) According to document EN-01b ITS19 - Conditions for submitting a tender, the structure of the tender should be:</p> <p>I – General Part</p> <ul style="list-style-type: none"> • Tender forms <ul style="list-style-type: none"> o Form 0 o Form 1 o Form 2 o Form 3.1 o etc • Evidence of enrolment in a relevant professional or trade register • Evidence of professional risk indemnity insurance • A financial statement for the last three financial years <p>B) According to document EN-02A05 ITS19 - Annex V to Tender specifications - Checklist of documents to be submitted, the structure of the offer should be:</p> <p>I – General Part</p> <ul style="list-style-type: none"> • Administrative documents <ul style="list-style-type: none"> o Form 0 o Form 1 o Form 2 • Signature of the Tender <ul style="list-style-type: none"> o Form 3.1 o Form 3.2.a o ...etc • Exclusion Criteria <ul style="list-style-type: none"> o Form 4 	<p>22/08/2018</p> <p>Annex V to Tender Specifications (1/2) and (2/2) clearly list the documents to be provided immediately "with the tender" or later "before the signature of the framework contract".</p> <p>These instructions don't entail any change to the structure of the tender.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				<p>o Form 4</p> <ul style="list-style-type: none"> • Selection Criteria (Legal and Economic Capacity) <p>Can you please confirm which of the 2 options above (A or B) is considered as sufficient?</p>	
91	22/08/2018 14:27	22/08/2018 16:06	All lots – Project References	We understand that the same contract can be used as reference for tenders submitted for more than one lots since the contract reference covers the requirements of the respective lot. Please confirm our understanding or clarify further.	22/08/2018 Yes, your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
92	22/08/2018 14:28	22/08/2018 16:11	All lots - ITS19 – All Lots – Content and presentation of Tenders	With reference to your answers to QA#25 and QA#47, our understanding is that the document “Organisational chart of the group” to be provided under the section “Documents relating to signature of the tender” of the “I – General Part” of our offer, will be also used as reference in: i) requested “organigram, organisational chart or equivalent document over his technical manpower” and ii) “organigram, organisational chart or equivalent document over his staff with experience in the domain of the lot” requested in “II – Technical part” and related to the sections “3.1 Staffing table” and “3.2 Profiles” of the Technical and professional capacity questionnaire. Please confirm or else specify accordingly.	22/08/2018 Yes, provided that the document contains the information specifically required.
93	11/08/2018 17:42	22/08/2018 16:13	Annex G-technical selection- all lots	Table 3-Reference Table requires to state "Technical executor". Can you please clarify what exact information has to be provided here?	22/08/2018 The name of the economic operator who actually executed the services.

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#	Submission date	Publication date	Question subject	Question	Answer
94	16/08/2018 15:33	23/08/2018 09:13	Part G Technical Specifications- Lot 3	Under section 5 you state that for the PPRM "At least 2 out of 3 CVs provided must be compliant with the certificate (PMI, Prince2 or equivalent)" Nevertheless, on the profile description of the PPRM, under technical expertise, you request Project management or similar certification. Our understanding is that certifications are not mandatory for all CVs (only 2 out of 3) but knowledge on PM is required for all. Can you please confirm? This question also apply to all "Project Managers profiles" across the different lots	23/08/2018 Please, refer to the answer to Question81
95	16/08/2018 10:32	23/08/2018 09:14	LOT 3 "EN-02A01B ITS19 - Part B to Technical Specifications - Profiles.pdf"	Could you confirm our understanding that the "Solution Specialist" [L3-PSSP] (page 44) is a Solution Specialist with experience in integrating ANY off-the-shelf solution.	23/08/2018 please, refer to the answer to Question83

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#	Submission date	Publication date	Question subject	Question	Answer
96	10/08/2018 17:52	23/08/2018 09:15	ITS19 - Lot 3 – Case Study 2	<p>In the description of the issue and constraints, Case Study 2 states: The team includes 5 resources: 1 Project Assistant L3-PPRA, 1 analyst L3-PANL, 1 developer L3-PDVS “Senior” and 1 developer L3-PDVS “Standard”.</p> <p>Although the team includes 5 resources, the resources mentioned are 4. Please clarify.</p>	<p>23/08/2018 Regarding the document "EN-02A01C ITS19 - Part C to Technical Specifications - Technical evaluation questionnaire.docx", in the section "ITS19 - Lot 3 - Case Study 2" subsection "Description of the issue and constraints" (page 20), the composition of the team (the profiles) as indicated is correct, 4 profiles are required and not 5. Therefore there is an evident clerical error in the document initially published. The team shall include the 4 resources (profiles) enumerated, not 5. The document will be updated.</p>
97	22/08/2018 17:35	23/08/2018 14:14	Lot 6 - CS1 - Time to market objective	<p>The objective mentioned in the “Description of the issue and constraints“ of the Case Study 1 (Lot 6) is to diminish by a factor of 10 the current Time To Market. Should we understand that the objective invokes only to the SHARE and does not include the BUY or DEVELOP scenarios?</p>	<p>23/08/2018 The objective includes SHARE and BUY.</p>
98	22/08/2018 17:36	23/08/2018 14:16	Lot 6 - CS1 - Time to market process borders	<p>The description of the time-to-market extract in the “Context “ of the Case Study 1 (Lot 6) includes as starting point “IT Program” and closure “Go live”. Should we design our interventions for this understanding of process borders?</p>	<p>23/08/2018 Yes.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
99	13/08/2018 13:15	23/08/2018 15:53	Lot 2 - Case Study 2 - Team Size	In Lot 2, Case Study 2, in the field "Description of the issue and constraints it is stated that: "The team includes 5 resources", while only 4 profiles are described: 1 Project Assistant L3-PPRA, 1 analyst L3-PANL, 1 developer L3-PDVS "Senior" and 1 developer L3-PDVS "Standard". Can you please clarify?	23/08/2018 Please, refer to the answer to Question96
100	13/08/2018 12:23	23/08/2018 15:54	Lot 3 -Case Study 3 - Base service	Can you please specify the hours that the "base" service should be available during sessions?	23/08/2018 In the case study questions, you are limited to the information as it is presented to you in the question and the documents provided. You are, however, allowed to make logical assumptions where information is missing or incomplete. Assumptions must be clearly stated as such and must not be contradictory to the given constraints.
101	21/08/2018 13:26	23/08/2018 15:54	Lot 3 - Case Study 3 Size of the application to be taken-over	Can you please give us an indication of the size to be taken-over?	23/08/2018 In the case study questions, you are limited to the information as it is presented to you in the question and the documents provided. You are, however, allowed to make logical assumptions where information is missing or incomplete. Assumptions must be clearly stated as such and must not be contradictory to the given constraints.

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#	Submission date	Publication date	Question subject	Question	Answer
10 2	13/08/2018 12:18	23/08/2018 15:56	Lot 3 -Case Study 3 - Incidents escalated to level 3	In Lot 3 - Case Study 3, the planned volumes for incidents escalated to level 3 are defined to be as follows: 4 during session, and 1 out of session. Can you please clarify whether these volumes refer to working days (i.e., 4 incidents per session day and 1 incident per non-session day)?	23/08/2018 The planned volumes for incidents escalated to level 3 refer to each period (4 incidents expected during each session; 1 incident expected during each period between sessions)
10 3	22/08/2018 09:19	23/08/2018 16:05	Lot 2	On case study 1, Lot 2, we are requested to identify 3 strengths, 3 weaknesses, 3 opportunities and 3 threats related to the current website in a SWOT analysis document. Could you please clarify if by "current website" you mean the online section (http://www.europarl.europa.eu/about-parliament/en/democracy-and-human-rights) or the one mentioned under "context" (http://www.europarl.europa.eu/call_for_tenders/its19_lot2/hr/www.europarl.europa.eu/aboutparliament/en/20150201PVL00015/Human-rights.html)?	23/08/2018 "Current website" refers to "europarl.europa.eu/call_for_tenders/its19_lot2/hr/www.europarl.europa.eu/aboutparliament/en/20150201PVL00015/Human-rights.html"

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#	Submission date	Publication date	Question subject	Question	Answer
104	22/08/2018 11:45	23/08/2018 16:18	Lot 2	In relation to case study 1, lot 2, could you please confirm that the prototype is to be considered as a simulation of the final product and not the final product as such (meaning the whole finalised website), and that it should present the new website in terms of layout and structure (mainly showing the first and second level of navigation) but illustrate in details only the 5 sections requested (plus examples of additional ones if we want to show them)?	<p>23/08/2018</p> <p>Yes, a working prototype is to be considered as a simulation of the final product including sections 1 to 5. The only restrictions are as mentioned in section 3.1 (page 16):</p> <ul style="list-style-type: none"> - The prototype must respect the European Parliament graphical charter - The prototype must include a responsive version of the “Election Observation Map” - The prototype must be monolingual (English)

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#	Submission date	Publication date	Question subject	Question	Answer
105	06/08/2018 09:49	24/08/2018 10:24	Time limit for receipt of tenders - All Lots	<p>European Parliament decided to publish a call for tender of this size, with 10 Lots, in the summer-time, with a great impact to the companies in the market and very critical to the contracting authorities, without a prior notice and a very short period before the tender submission deadline date. On top of the above, since case studies are extensively used and requested in the technical part of the tender, it is evident that there will be many questions from all tenderers for which they would like timely answers.</p> <p>For all the above reasons, we would like to ask for an extension to the submission deadline of at least 4 weeks.</p>	<p>24/08/2018 The time limit for the submission of tenders is fixed in conformity with the Financial Regulation and the Rules of Application. However, due to the fact that some procurement documents have been corrected, the time limit for the submission of tenders will be extended with 8 calendar days. A corrigendum to the contract notice will be published shortly.</p>
106	07/08/2018 18:06	24/08/2018 10:29	deadline	<p>We would like to request an extension of the submission deadline in order to have the necessary time to read, understand and correctly answer all the requirements of such a large and complex tender. Please understand we are fully on a vacation period and resources are not fully operational. This extension will go in the benefit of European Parliament by ensuring all providers can propose an excellent offer</p>	<p>24/08/2018 See answer to Question105</p>

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#	Submission date	Publication date	Question subject	Question	Answer
107	08/08/2018 15:23	24/08/2018 10:30	Submittal Postponement request - all Lots	<p>I am writing to you to request whether it is possible to obtain a four week postponement of the deadline for submittal.</p> <p>This request is motivated by the fact that we will not be able to develop, within the given timeframe, technical and financial offers for the published Lots. There are, in fact, a limited number of days to the deadline for submittal which de facto would make the preparation of high-quality proposals very challenging. The summer period, where most of the year's holidays are concentrated, regrettably does not help.</p> <p>We are very keen to present offers which are fully compliant with both your specifications and our potential.</p> <p>Best regards</p>	<p>24/08/2018 See answer to Question105</p>

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#	Submission date	Publication date	Question subject	Question	Answer
108	08/08/2018 17:13	24/08/2018 10:32	Extension	Considering (a) the high complexity of the questions and case studies, (b) the number of CVs and references (along with certificates of delivery) to provide and (c) the holiday period, we kindly ask the Contracting Authority to grant at least a 3-week extension to ensure the submission of a high quality offer.	24/08/2018 See answer to Question105

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#	Submission date	Publication date	Question subject	Question	Answer
109	08/08/2018 18:06	24/08/2018 10:33	Submission deadline extension	<p>We would like to request an extension of the submission deadline for the current tender with an estimated additional two weeks, in view of following aspects:</p> <ul style="list-style-type: none"> - The considerable number of case studies to be prepared and related technical requirements which have to be carefully assessed and incorporated; - The number of required expert profiles to be evaluated and CVs to be collected, as such mobilising the best possible expertise; and - Supporting evidence to be collected for the expert profiles, which is particularly difficult during the current summer period as responsiveness of most counterparts is limited; - Other administrative preparations and approvals which may as well be constrained or slowed-down by the summer period. <p>On the other hand, we believe the extension would allow us to engage our best available resources in order to provide an improved offer, in full compliance with your expectations.</p>	<p>24/08/2018 See answer to Question105</p>

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#	Submission date	Publication date	Question subject	Question	Answer
110	09/08/2018 09:37	24/08/2018 10:34	Question 1: Regarding extension of the Deadline for Submission	Taking into consideration the importance and the complexity of this tender, the extensive scope and the fact that the requirements need special and devoted efforts which might need additional clarification, we are kindly requesting the extension of the deadline for submission of tenders for a period of minimum 5 weeks in order to allow sufficient time to Tenderers to define and finalize their technical solutions and prepare their best and most competitive offers.	24/08/2018 See answer to Question105
111	09/08/2018 10:08	24/08/2018 10:38	Regarding extension of the Deadline for Submission	Taking into consideration the importance and the complexity of this tender, the extensive scope and the fact that the requirements need special and devoted efforts which might need additional clarification, we are kindly requesting the extension of the deadline for submission of tenders for a period of minimum 5 weeks in order to allow sufficient time to Tenderers to define and finalize their technical solutions and prepare their best and most competitive offers.	24/08/2018 See answer to Question105

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#	Submission date	Publication date	Question subject	Question	Answer
11 2	10/08/2018 16:24	24/08/2018 10:39	Request for Extension	<p>Taking into account: i) the importance, scale (number of lots) and complexity of the tender (in terms of technical criteria); ii) the period which the tender was published, which includes the usual summer holiday period; iii) as well as the available timeframe for evaluation (until the new FwC will commence)</p> <p>We are requesting the authority to provide an at least 3 weeks extension enabling participants cope with the extensive number of Lots included in the Tender as well as the complexity of the requested Case Studies.</p>	<p>24/08/2018 See answer to Question105</p>
11 3	16/08/2018 13:22	24/08/2018 11:27	CVs and Training certificates	<p>The requirement states that each CV must contain at least two references to trainings in 2016-2017 in relation with the domain of the lot and must be substantiated by the corresponding certificates of attendance.</p> <p>Would the certificates of successful completion of the training considered as such? Or this implies only to certificated proving the attendance?</p> <p>Thanks!</p>	<p>24/08/2018 Yes, certificates of successful completion will be accepted provided those certificates confirm the attendance of the training.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
11 4	14/08/2018 14:46	24/08/2018 11:33	Lot 10: page length requirements for sections of part II	<p>Dear sir / madam,</p> <p>The general requirement for each question of the Technical and professional capacity questionnaire (Part G of the technical specifications) is '2 to 4 pages A4 in Times New Roman font 11pt with 2cm top-bottom-left and right margins'. Can you please clarify the following?</p> <p>a) 'Question' 3, 'Tenderer manpower and qualification of staff relevant to allow the delivery of the required services' (p. 57) must be answered for the consortium as a whole. How can the 2-4 page limit be respected while providing all the information required (tables, organigrams or equivalent, CVs, certificates for training, etc.)?</p> <p>b) Question 4, 'References' states that the 2-4 page limit applies to each Reference Form (Annex 2 form) separately. Is the Certificate of Delivery (Annex 3) also part of the 2-4 pages per reference limitation?</p> <p>c) Question 5, 'Quality assurance and control mechanisms', asks for at least one certificate in project management and one certificate in quality assurance. Are these certificates part of the 2-4 page limit per consortium partner or are they</p>	<p>24/08/2018</p> <p>a) While annexes to answers are not allowed unless explicitly specified, the following documents should be appended to the answer as annexes: - CV's (annex 1 appended to part G), - Reference form (annex 2 appended to Part G) - Certificate of delivery (annex 3 appended to Part G) This should allow the answer to remain within the size limits.</p> <p>b) As mentioned in point a) above, the Certificate of Delivery is to be appended to the answer as an annex and thus, may be excluded from the page count.</p> <p>c) The certificates are to be 'appended to' the answer, thus they count as annexes and are excluded from the page count.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				per consortium partner or are they outside of the limit? Thank you in advance	
11 5	11/08/2018 17:49	24/08/2018 11:38	Part G-technical selection- lot 10	On lot 10, you request several documents. On the questions of 1.Training Program and 2.Alliances, it is clearly stated that those documents must be provided per Company (in case of joint tender). Our understanding is that 5.1 Project Management Methodology and 5.2 Quality Assurance and Quality Control are also to be provided per each company (in case of joint tender). Can you please confirm?	24/08/2018 Indeed, the entirety of question 5 (i.e. all its sub-questions) is to be answered by the group leader and by each co-contractor (as per the guidance provided with the question "In case of a joint offer, provide the relevant information for the group leader and each co-contractor. Provide information on subcontractors when relevant").

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#	Submission date	Publication date	Question subject	Question	Answer
11 6	22/08/2018 14:57	24/08/2018 11:41	All Lots - References	<p>With Reference to “Part G to Technical Specifications”, in section 4 of each lot it is stated that “The assessment of references will be done accordingly to the following criteria: the full set of references proposed for this lot shall cover in the best possible way the domain of the lot. The provision of references covering only a small identical subset of the technologies and domains of expertise required for the lot will be considered as eliminatory;”</p> <p>Our understanding is that, all references together should address all the technical areas of Part A, covered by the lot.</p> <p>Please confirm our understanding, otherwise clarify.</p>	<p>24/08/2018 Yes, your understanding is correct.</p>
11 7	23/08/2018 09:39	24/08/2018 11:45	All lots - Tender Specifications - Group of economic operators - 14. Selection criteria - 14.2 Financial and economic capacity	<p>Could you please clarify if each of the economic operators of the group should comply with the 'minimum annual turnover' thresholds listed in page 12 and 13? i.e., for lot 1, must each economic operator have an annual turnover of over 3 M€ for the last 3 years?</p> <p>Or if the sum of the annual turnover of the overall economic operators of the group must be over 3 M€ for the last 3 years?</p>	<p>24/08/2018 The economic and financial capacity requested to perform a lot will be assessed with regard to the overall capacity of a group of economic operators.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
118	23/08/2018 10:09	24/08/2018 11:45	All Lots - CV training requirement	"each CV must contain at least two references to trainings in 2016-2017 in relation with the domain of the lot and must be substantiated by the corresponding certificates of attendance" Can you please confirm our understanding that 2 trainings of 1 day each in the period 2016-2017 fulfils this selection criteria for an individual CV?	24/08/2018 Yes, provided that these trainings are in relation with the domain of the lot.

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#	Submission date	Publication date	Question subject	Question	Answer
11 9	14/08/2018 17:53	27/08/2018 09:34	Lot 9 - Case Study 1	<ul style="list-style-type: none"> ● What does the MEP/APA interaction cover? Does it include interaction on documents? ● Which of the existing and new requirements need to be externally accessible? ● Is the video content publicly available on Internet or is authentication required to access it? ● Is it live streaming, on-demand streaming (replay) or both? ● How many concurrent users must be supported for live streaming and/or on-demand streaming (replay)? ● A broker is represented in the schema and otherwise not mentioned in integrations or in in any of the Annexes. What is it used for, and should it be kept in the target architecture? ● In the Specific instructions/questions, the diagram, and tables would cover about 2 to 3 A4 pages. Adding to this the 2 A4 pages of legacy migration's description, this leads up to 4 to 5 pages. The mentioned limit for the case study is supposedly 10 pages. Is there implicitly around 5 pages left to describe the needed architectural changes to 	<p>27/08/2018</p> <ul style="list-style-type: none"> ● What does the MEP/APA interaction cover? Does it include interaction on documents? R/YES ● Which of the existing and new requirements need to be externally accessible? R/ALL ● Is the video content publicly available on Internet R/YES ● or is authentication required to access it? R/NO ● Is it live streaming, on-demand streaming (replay) or both? R/Live only ● How many concurrent users must be supported for live streaming and/or on-demand streaming (replay)? R/3000 ● A broker is represented in the schema and otherwise not mentioned in integrations or in in any of the Annexes. What is it used for, and should it be kept in the target architecture? R/The broker is commonly used in EP application and its referenced in the CS as well as our standards; it does not have a specific function this case but it must be kept. ● In the Specific instructions/questions, the diagram,

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#	Submission date	Publication date	Question subject	Question	Answer
				changes to implement the new requirements?	instructions/questions, the diagram, and tables would cover about 2 to 3 A4 pages. Adding to this the 2 A4 pages of legacy migration's description, this leads up to 4 to 5 pages. The mentioned limit for the case study is supposedly 10 pages. Is there implicitly around 5 pages left to describe the needed architectural changes to implement the new requirements? you cannot exceed 10 pages

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#	Submission date	Publication date	Question subject	Question	Answer
120	14/08/2018 17:53	27/08/2018 09:35	Lot 9 - Case Study 2	<ul style="list-style-type: none"> • In the description of issue and constraints, the use of Virtual Machines and of an EP-specific kickstart image is mentioned. Does this mean that all the cloud approach must be based on the deployment of Virtual Machines (implicitly Infrastructure as a service)? Additionally what does the kickstart image stand for? Is it explicitly the kickstart mechanism used to bootstrap Red Hat Enterprise Linux Servers? • In the Specific instructions/questions we are asked for 3 advantages/disadvantages. Does this mean 3 advantages + 3 disadvantages or 3 cumulated advantages and disadvantages? 	<p>27/08/2018</p> <ul style="list-style-type: none"> • In the description of issue and constraints, the use of Virtual Machines and of an EP-specific kickstart image is mentioned. Does this mean that all the cloud approach must be based on the deployment of Virtual Machines (implicitly Infrastructure as a service)? <p>R/YES</p> <p>Additionally what does the kickstart image stand for? Is it explicitly the kickstart mechanism used to bootstrap Red Hat Enterprise Linux Servers?</p> <p>R/YES</p> <ul style="list-style-type: none"> • In the Specific instructions/questions we are asked for 3 advantages/disadvantages. Does this mean 3 advantages + 3 disadvantages or 3 cumulated advantages and disadvantages? <p>R/ 3 advantages + 3 disadvantages of both situation on premises and in the cloud</p>

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#	Submission date	Publication date	Question subject	Question	Answer
12 1	14/08/2018 13:16	27/08/2018 16:18	All Lots: Client references - Certificate of delivery from the client	In relation to your response to question 13, we'll like to express our concern on the fact that many of our clients (including European Union institutions) use strict internal procedures that do not allow the signing of the Annex 3 model in such short notice. We believe that an existing certificate of delivery (in our-client defined template), combined with detailed client contact information, can be used for verifying the authenticity of the reference. Could you please confirm our assumption?	27/08/2018 Previous certificates may be used under the conditions set out in annex 3 to part G Technical Specifications. Moreover, the client may be directly contacted by the European Parliament using the information provided in the Reference Table, to obtain possibly any other information deemed necessary to evaluate this reference.

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#	Submission date	Publication date	Question subject	Question	Answer
12 2	14/08/2018 14:52	27/08/2018 16:25	Annex 3-Certificate of delivery of Part G Technical Specifications	<p>As stated in the mentioned document, our understanding is that we can use previous certificates issued by the client. Nevertheless you request that those previous certificates include all and every field detailed. Being the request of the "500 man days completed by 31/5/2018" a requirement completely ad-hoc requested by the EP for this tender, any previous certificate already signed will contain that. Can we then understand that all previous certificates containing all the information with the exception of the last sentence requires " The assignment is performed....in accordance with the contract" are accepted?</p> <p>Please understand that during this vacation period is almost impossible to find available clients for issuing again a certificate</p>	<p>27/08/2018 The information contained in previous certificates can be completed providing the missing data.</p>
12 3	16/08/2018 11:35	27/08/2018 16:28	Lot 3 - Case Study 3	<p>In specific instructions/Questions given for Case Study 3 of Lot 3, it is requested that "for base part, indication of what SLA would be used, including services, indicators, thresholds and penalties, and which profiles will be used, in which proportion and at which price". Should we provide pricing info in our technical proposal?</p>	<p>27/08/2018 See answer to Question49</p>

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#	Submission date	Publication date	Question subject	Question	Answer
12 4	16/08/2018 12:04	27/08/2018 16:35	All lots "documents substantiating the power of signature"	In several administrative documents, you request "documents substantiating the power of signature of the signatory(ies)", such as Form 0, Form 1, Form 3.1, etc. As this is the same evidence for all the forms, do we need to attach it to each of the documents or is it enough to provide this evidence once? If it is enough to provide it once, could you please indicate to which form it needs to be added?	27/08/2018 It is sufficient to provide the evidence once. The evidence should be annexed to FORM 3.1 of the Tender Specifications.
12 5	16/08/2018 15:28	27/08/2018 16:51	Part b Technical Specification- Profiles (all lots)	Within this document several profiles describe 2 seniority levels (standard or senior) (e.g. L6-PPRM) Nevertheless on Part G, under 3.3. CVs, a set of CVs is requested per profile, without specifying the level of seniority required. Our understanding is that CVs of both seniority levels will be accepted, as long as they are compliant with the rest of the requirements. Can you please confirm our understanding?	27/08/2018 See answer to Question46 .
12 6	21/08/2018 09:59	28/08/2018 14:54	Meaning of "documentation" in Part C, Lot 5, Case Study 1, Criteria to assess the reply	We understand that the "documentation" concept in "Project management" criteria refer to our procedure to create and deliver document deliverables. Could you please indicate if our understanding is correct? If not, could you please provide some clarification sample?	28/08/2018 According to your expertise in project management, we request all the useful documentations for the project described in the case study.

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#	Submission date	Publication date	Question subject	Question	Answer
127	20/08/2018 16:46	28/08/2018 14:56	Part C to technical specifications- Lot 5- Case Study 1	On the forth bullet under "Criteria to assess the reply" you state that the Project management will consider: methodology,, organization and structure, Project plan, human resource allocated, list of deliverables, Risk analyses, documentation, best practices and mitigation. Can you please specify what do you expect under "documentation"? Can you clarify what "documentation" means for you?	28/08/2018 According to your expertise in project management, we request all the useful documentations for the project described in the case study.
128	24/08/2018 12:04	28/08/2018 14:57	Case Study - technology (existing vs. new)	Should we stay and base our Case Study on the existing components / technologies (Mentioned in the Part F) or can we introduce new technologies?	28/08/2018 Tenderers can suggest any useful technologies in their solutions.
129	27/08/2018 10:08	28/08/2018 14:58	Lot 5 Case Study 1 - Project scope	What is the project scope of the case study 1 (lot5)? Is it limited to 1) design and technology release or 2) does it include also deployment and rollout to different categories of end-users?	28/08/2018 The deployment and the rollout are not included in the scope of the case study.
130	27/08/2018 18:28	28/08/2018 16:12	Lot 10, file "EN-02A02L10 ITS19 - Annex II to Tender Specifications Lot 10 - Price Evaluation Form Excel Model"	The cell C29 of the Sheet "Financial evaluation" does not change regardless of the value in the cell L7 of the Sheet "Price Table". Is that a clerical mistake?	28/08/2018 No, there is no mistake. As indicated in the table, these prices are requested as option.

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#	Submission date	Publication date	Question subject	Question	Answer
13 1	16/08/2018 15:37	28/08/2018 16:14	Financial statement (Form 5)- all lots	Our understanding is that in case a "Company X" is relying on the capacities of other entities (e.g. mother Company) and it is duly submitting a letter of endorsement, the figures to be provided in Form 5 by "Company X" can be the consolidated ones with the mother Company. Can you please confirm our understanding?	28/08/2018 Concerning the financial and economic capacity, the tenderer may also rely on the capacity of other entities, irrespective of the legal nature of the links between him and those entities. In that case, he must prove to the European Parliament that he will have the resources needed to perform the contract, for instance by providing an assurance of the undertaking by those entities to make them available to him. In your example, if "company X" would fill in the Form 5-"Financial statement" with the consolidated capacity, its "mother company" should provide an assurance of undertaking.
13 2	28/08/2018 12:46	28/08/2018 16:16	Lot 5 Case Study 1 - solution(s) and work allocation	1) Is sufficient for high-level and low-level design a profile of the solution or does EP expect specific solution or does EP expect list of example solutions? 2) In regards to 'HR and work allocation', is it related to the responsibility analysis (e.g. RACI) or quantitative analysis?	28/08/2018 1. Tenderer must provide a solution to tackle the challenge proposed in the case study based on their expertise's. 2. A human resource plan detailing the profiles required for the project and their allocation to the project's tasks means the human resources require for achieving the project, the work force as well as task's allocation.

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#	Submission date	Publication date	Question subject	Question	Answer
13 3	16/08/2018 15:37	28/08/2018 16:19	all lots - rely on the capacity of subcontractors	<p>In the tender specifications, we see that we need to provide the letter of intent (form 3.3 (b)) and the Declaration on honour (form 4) signed by all subcontractors. In this declaration on honour, the subcontractor will confirm to fulfill economic and financial criteria as well as the technical and professional criteria.</p> <p>In the checklist (Annex V to the Tender specifications), we see in addition "Assurance of undertaking in case the tenderer relies on the capacity of the subcontractors or other entities to fulfil the selection criteria". Could you please clarify what this assurance document needs to contain, as the subcontractor already confirms its intent to participate in Form 3.3-b and confirms to fulfill selection criteria related to him in the Declaration on Honour?</p>	<p>28/08/2018 By signing Form 3.3 b)-"Letter of intent" a subcontractor undertakes to perform the corresponding subcontracted section of the framework contract awarded to the tenderer. By an "assurance of the undertaking" (no model is provided) subcontractors or third parties prove to the European Parliament that they will made the resources needed to perform the contract available to the related tenderer.</p>
13 4	22/08/2018 14:29	28/08/2018 16:20	Lot 7 – Case Study 3	<p>It is stated that the current standard includes "storage replication between the datacentres". Can you please provide us with details on which technologies are currently used for storage replication between the Luxembourg and Brussels datacentres?</p>	<p>28/08/2018 Data is replicated in asynchronous mode between the storage units in each datacentre This information should be sufficient for tenderers to define a stable and reliable solution to get applications highly resilient</p>

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#	Submission date	Publication date	Question subject	Question	Answer
13 5	17/08/2018 15:17	28/08/2018 16:25	Lots 2 - 10 Technical and professional capacity questionnaire - Alliances	<p>Regarding the requirement to appends documents substantiating agreements and/ or alliances with third parties;</p> <p>1. are we to understand this to go beyond sub-contractors?</p> <p>2. is this expect to cover suppliers of tools and products (e.g. Microsoft, IBM, HP, etc.)?</p> <p>With regard to providing "substantiating documents" from IT-tool and product suppliers, we remark that the agreement documents contain much confidential information. Would it be sufficient proof of a "substantiating documents" to respond with screenshots of the alliances published on the web sites of the 3rd party (IT-tool and product) suppliers?</p>	<p>28/08/2018</p> <p>Yes, the instructions set out by Point 2 Agreements/Alliances with third parties of Part G technical specifications should be respected.</p>
13 6	20/08/2018 09:53	28/08/2018 16:28	PART D to Technical Specifications, Service Requirements (SR)	<p>According to Service Requirements, there will be three types of orders: Time and means (TM), Fixed price (FP), Quoted time and means (QTM): could you please specify what would be estimated period of time for the performance under specific order?</p>	<p>28/08/2018</p> <p>The Estimated quantity of person-hours for the maximum duration of the contract (5 years) for each lot will executed under several orders.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
137	20/08/2018 11:31	28/08/2018 16:29	Education	LOT 3: In document 'Part B to Technical specifications - Profiles' in the 'Educational qualification' on page 4 you mention that the relevant education must be 'in an ICT related field'. In the case of a person who holds a Masters level qualification in a non-ICT related field and a Bachelor in a non-ICT related field can you please clarify how many years of experience are needed to compensate that fact that the qualifications are in a non-ICT related field?	28/08/2018 In total 10 years of professional experience in an ICT related field : A Bachelor can be compensated by a Secondary School degree with 6 years of professional experience in an ICT related field. A Master can be compensated by a Bachelor and 4 years of professional experience in an ICT related field.
138	20/08/2018 11:32	28/08/2018 16:39	Education	LOT 3: In document 'Part B to Technical specifications - Profiles' in the 'Educational qualification' on page 4 you mention 'Education level is based on Bachelor (see Level 6 of the European Qualifications Framework which typically corresponds to a Bachelor's level or 3 years of higher education)'. You also mention that 'A Bachelor can be compensated by a Secondary School degree with 6 years of professional experience in an ICT related field.'. What about profiles that have a qualification between secondary school and Bachelor, for example DUT and BTS. How many years of professional experience is needed to compensate a Bachelor in this case?	28/08/2018 A Bachelor can be compensated by a Secondary School degree with 6 years of professional experience in an ICT related field.

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#	Submission date	Publication date	Question subject	Question	Answer
139	27/08/2018 16:58	28/08/2018 16:39	All Lots - Form 4 - Declaration on Honour concerning the exclusion and selection criteria	<p>As Section VII Point (5) of the Declaration on Honour relates to the completion of the selection criteria applicable to the legal person individually, we understand that, in case of a group of economic operators, if the company signing this document is either the group leader, a group member or a subcontractor, the boxes "N/A" of criteria (b) and (c) should be ticked, as these two criteria are evaluated at group level.</p> <p>Similarly, as Section VII Point (6) of the Declaration on Honour relates to the completion of the selection criteria as a sole tenderer or as a group (joint tender), the box "Yes" should be ticked only by the group leader, while the members and subcontractors should tick the box "N/A".</p> <p>Is our understanding correct?</p>	<p>28/08/2018 Yes, your understanding is correct with reference to a group of economic operators submitting a joint tender.</p>
140	27/08/2018 17:17	28/08/2018 16:41	All lots – ITS19 – Content and presentation of the tenders	<p>With regard to the binders, our understanding is that we can also use ring binders A4 with 4 rings. could you please confirm?</p>	<p>28/08/2018 Yes, binders are admitted.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
14 1	20/08/2018 19:22	28/08/2018 16:55	All lots - penalty limitation	Is the maximum penalty of 30% of the total amount of the specific contract as defined in the paragraph 2 of article I.11 of the draft framework contract a full maximum; i.e. considering also penalties arising from the Service Level Agreement (Part E of the technical specifications)?	28/08/2018 Yes, your understanding is correct.
14 2	22/08/2018 16:00	28/08/2018 17:17	Lot 8 - Part G section 5.1 Cybersecurity Operations Centre (page 50, section 5.1)	Could you please clarify the following? a)... "they operate, in-house, a Cybersecurity Operations Centre"... Does 'in-house' refer to provide the SOC services with the team deployed at customer's premises or from the tenderer's SOC? b) From the table in that same section, we understand that only qualifies this requirement SOC SOC projects that involve 18 full-time consultants, is this correct?	28/08/2018 a) The tenderer must demonstrate they operate their own Cybersecurity Operation Center. b) The tenderer's minimum technical staff required for the Cybersecurity Operational Centre is 6 for SOC and 6 for CSIRT and 6 for SAS.
14 3	22/08/2018 16:06	28/08/2018 17:20	Lot 8 - Part C - Case Study 1 and 2.	a) Is it expected to refer to commercial solutions? or it is preferred to give a solution vendor neutral at this stage? b) In case study 1, when asked to give a realistic estimation of human resources required to manage the the project, it is only for the implementation phase, for the operation of the SOC or both?	28/08/2018 a) Please reply to the case study proposal based on your knowledge b) The case study is related to the implementation of a Security monitoring capability

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#	Submission date	Publication date	Question subject	Question	Answer
14 4	22/08/2018 16:18	28/08/2018 17:21	Lot 8 - Part G and B - CVs	Regarding the statement "The provision of a group of CVs for one profile covering perfectly only a small subset of the technologies and skills required will be considered as eliminatory" in page 47 of Part G. Could you please confirm that the groups of proposed CVs (in this lot 4 CVs, and 2 only for L8-PHCE) should cover as much as possible the general description of each profile? i.e., It is not expected that each CV would cover the whole list of the competencies listed in the general description of each profile (Note: we are aware of Q32)	28/08/2018 Yes we confirm.
14 5	23/08/2018 11:43	28/08/2018 17:22	Lot 8 - Case Study 1	In regard to "ITS19 - Lot 8 - Case Study 1, Implementation of a Security Monitoring capability", please clarify whether you require the technological components of the solution to tackle only the required and described SIEM (Security Information and Event management) system, or also other technologies that usually compromise a SOC (Security Operations Center), such as Security Orchestration and Automation (SOA), Security Incident Response (SIR) systems and Threat Intelligence Platforms (TIP)?	28/08/2018 The Security Monitoring capability is based upon a log centralization and correlation system and a SIEM.

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#	Submission date	Publication date	Question subject	Question	Answer
14 6	23/08/2018 11:44	28/08/2018 17:25	Lot 8 - Case Study 1	In regard to "ITS19 - Lot 8 - Case Study 1, Implementation of a Security Monitoring capability", please clarify whether you require the bidder to propose specific technology vendor(s) and provide sizing of the vendor solution, as well as any underlying IT infrastructure components for collection and processing of the logs for 5 years minimum, as stated.	28/08/2018 Please reply to the case study proposal based on your knowledge. The entire infrastructure necessary to centralise and process all logs must be described and sized for a period of 5 years minimum.
14 7	23/08/2018 11:44	28/08/2018 17:29	Lot 8 - Case Study 1	In regard to "ITS19 - Lot 8 - Case Study 1, Implementation of a Security Monitoring capability", please provide further information on the expected volume of logs to be collected and processed by the solution, covering: A) Existing logs in terms of GB/day or Events Per Second (EPS) B) Your estimate for year-to-year increase for the next 5 years	28/08/2018 These data are not provided on purpose. The tenderer is requested to make its own assumptions completing the text of Case Study 1.

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#	Submission date	Publication date	Question subject	Question	Answer
14 8	23/08/2018 11:45	28/08/2018 17:32	Lot 8 - Case Study 1	In regard to "ITS19 - Lot 8 - Case Study 1, Implementation of a Security Monitoring capability", when you state "High availability shall be ensured on 2 distinct sites" do you require: A) A high-available solution on each site (e.g. HA clusters at each site), monitoring different environments B) Or the second site to be the Disaster Recovery of the first; in case of the latter, please clarify if you want still both deployments to be high-available (i.e. HA clusters at each site)	28/08/2018 All interpretations will be taken into account. It is up to the tenderer to justify the best way to develop a Security Monitoring capability on two distinct sites.
14 9	23/08/2018 11:45	28/08/2018 17:34	Lot 8 - Case Study 2	In regard to "ITS19 - Lot 8 - Case Study 2, Capability building to improve response to major cyber-attacks", please clarify whether you require the bidder to propose specific technology vendor(s) and provide sizing of the vendor solution for covering the entire environment (15 000 users, 25 000 endpoints).	28/08/2018 Please reply to the case study proposal based on your knowledge. As mentioned in the description, the EU- I has 10000 users and 25000 machines.

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#	Submission date	Publication date	Question subject	Question	Answer
150	23/08/2018 12:00	28/08/2018 17:38	Lot 8 - Case Study 1	In regard to "ITS19 - Lot 8 - Case Study 1, Implementation of a Security Monitoring capability", please clarify A) if you have an existing SIEM (Security Information and Event management) solution B) and if yes, whether it is required or preferred the solution to be based on the existing SIEM infrastructure and/or vendor	28/08/2018 The Case Study 1 does not mention an existing SIEM. Please reply to the case study proposal based on your knowledge.
151	23/08/2018 15:13	28/08/2018 17:39	Lot 8 What is meant by "cybersecurity process map"	Concerning the question "Describe your vision of a high-level comprehensive cybersecurity process map, covering all cybersecurity related activities", what exactly is meant by "cybersecurity process map"? We ask as it is not standard terminology in the cybersecurity domain. For instance, is it expected that we rely on an information security standard or framework to demonstrate how a process map should be built? Thank you.	28/08/2018 With Cybersecurity Process Map we mean a list of process showing the high-level interrelationships between them, covering all the cybersecurity activities in an organization.

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#	Submission date	Publication date	Question subject	Question	Answer
15 2	23/08/2018 18:13	28/08/2018 17:41	Lot 8 question 5	For Lot 8 question 5, concerning question "According to you, what would be the top 10 Security controls to be applied in an EU Institution such as the European Parliament?" Could you please clarify whether you are considering IT Security Controls or Information Security Controls? Do you expect of list of technical controls or should governance controls be included as well? Thank you.	28/08/2018 First question: IT Security controls Second question: It is up to the tender to decide
15 3	24/08/2018 18:42	28/08/2018 17:44	Lot 8 - Case study #3	With reference to the Case study 3 question "Establish the list of Security Policies, standards and baselines to be used for the project and emphasize the relevant points to be addressed", our understanding is that: a) baselines are the minimum security policies that need to be addressed to cover the specific information given in the case study, while security policies and standards would cover the bigger picture. Please confirm or clarify further. b) the 'relevant points' that need to be emphasized also concern the key points presented in the case study. Please confirm and clarify further.	28/08/2018 a) Baselines are the minimum security requirements to be used for the project b) The 'relevant points' refers to the relevant points of the security policies, standards and baselines that need to be emphasized in the scope of this project (with the context, description and constraints detailed).

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#	Submission date	Publication date	Question subject	Question	Answer
15 4	24/08/2018 18:43	28/08/2018 17:46	Lot 8 - Case study #3	With reference to the Case study 3, our understanding is that the external stakeholders will be considered as users from other EU-Is. Please confirm or clarify further.	28/08/2018 No. External stakeholders will not only be users from other EU-Is.
15 5	22/08/2018 14:58	29/08/2018 10:18	Lot 8 - Profiles	With Reference to “EN-02A01B ITS19 - Part B to Technical Specifications - Profiles”, p. 93, Profile “Leader Cybersecurity Analyst” L8-PLCA, it is stated that “Professional experience: At least six years of professional relevant experience, including: three years’ operational and technical experience related to cyber-defence: deployment/operation of a SOC, CSIRT, Security assessment platform or technical Security infrastructure (PKI, endpoint...); “ Our understanding is that the candidate must have three years of experience in deployment/operation of a SOC or three years of experience in CSIRT or three years of experience in Security assessment platform or three years of experience in technical Security infrastructure (PKI, endpoint...). Please confirm our understanding, otherwise clarify.	29/08/2018 The experience required for the Leader Cybersecurity Analyst profile is at least six years of professional relevant experience including three years in one or more of the subjects listed (deployment/operation of a SOC or CSIRT or Security assessment platform or technical security infrastructure). Please notice that this section mentions additional requirements.

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#	Submission date	Publication date	Question subject	Question	Answer
15 6	20/08/2018 15:45	29/08/2018 16:00	All lots – References	<p>With reference to Part G to Technical Specifications -Technical and professional capacity questionnaire, in Section “4. References” of all lots, it is stated that “Maintenance is to be excluded for references related to core services”. In the case of ongoing projects/ contracts that have delivered a system currently in maintenance, we understand the following:</p> <ol style="list-style-type: none"> 1. The “Reference front page - Number of tenderer’s own technical staff” of the “Annex 2 - ITS19 REFERENCE FORM” should be filled-in with the “man-days” for both development and maintenance activities falling completely within the period 2015-2018. 2. The “Reference description page” of the “Annex 2 - ITS19 REFERENCE FORM” should be filled-in with the description of the whole project/ contract including both development and maintenance activities falling completely within the period 2015-2018. <p>Please confirm our understanding or clarify further.</p>	<p>29/08/2018 No, your understanding is wrong. The maintenance part of the project should be excluded from the service reference.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
15 7	20/08/2018 15:45	29/08/2018 16:11	All lots – References	<p>With reference to Part G to Technical Specifications -Technical and professional capacity questionnaire, in Section “4. References” of all lots, it is stated that “the provision of the referred services required a minimum of 500 man-days/reference falling completely within the period of reference defined above”. However, in the “Reference front page - Number of tenderer’s own technical staff” of the “Annex 2 - ITS19 REFERENCE FORM” it is requested to fill “the number of tenderer’s own technical staff involved in person/day for the whole duration of project declared, by profile”.</p> <p>Our understanding is that in this field we should include the person/days for the period 2015 – 2018. Please confirm or clarify further.</p>	<p>29/08/2018 Tenderer is required to provide five different references among which three references must have got final acceptance by 31/05/2018 at the latest from clients on services similar in scope and size to the service requirements of this lot; out of the totally 5 different references to be provided, the tenderer may provide maximum two references which relate to projects which are not finalised at the time of the submission of his tender. In such case, the minimum requirement of 500 man-days/reference for these two references must be fulfilled by 31/05/2018.</p>
15 8	20/08/2018 16:38	29/08/2018 16:13	Annex G-technical selection- all lots Original description	Table 3-Reference Table requires to state "Technical executor". Can you please clarify what exact information has to be provided here?	<p>29/08/2018 See answer given to Question93</p>

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#	Submission date	Publication date	Question subject	Question	Answer
159	21/08/2018 14:55	29/08/2018 16:14	Lot 10 - Technical and professional capacity questionnaire	<p>In your answer to question #69 you state: "... the technical and professional capacity questionnaire shall be provided ONLY by the sole tenderer or the group leader".</p> <p>However,</p> <p>a) p. 4 of part G indicates that "In case of a group of economic operators (except when the information should be provided for the group as a whole), the 2 to 4 pages are allowed for each of the group members (group leader and co-contractors)."</p> <p>b) there are parts of the questionnaire, e.g. "Training programs" and "Agreements/alliances with third parties" for which tenderers are requested to "provide the requested information for the group leader and each co-contractor".</p> <p>Should we then not deliver 2-4 p. for the leader and 2-4 p. per co-contractor for these parts?</p>	<p>29/08/2018</p> <p>The Questionnaire on the technical and professional capacity shall be provided only by the sole tenderer or the group leader.</p> <p>Actually, in case of group of economic operators submitting a tender, some specific questions of this Questionnaire shall be answered also by each member of the group individually within the individual size limits.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
160	22/08/2018 14:28	29/08/2018 16:14	All lots - ITS19 – All Lots – Content and presentation of Tenders	Our understanding is that the document “Organisational chart of the group” to be provided under the section “Documents relating to signature of the tender” of the “I – General Part” of our offer has: a) No page limit b) the page limit in that document is equivalent to maximum [4 pages] x [number of co-contractors]? Please clarify which of a) or b) are the correct answer.	29/08/2018 There are no size limits for the group organisational chart.
161	28/08/2018 17:35	29/08/2018 16:15	All lots Form 4 - Declaration on Honour	With regards to question 139: As point (5) in the declaration on honour stated that the mentioned person needs to comply with the selection criteria applicable to it INDIVIDUALLY, we have selected the answer "YES" for points (b) and (c), even though we reply in a joint tender. Therefore, the person confirms that the selection parts delivered by it individually (as part of the group's answer) are compliant with the tender specifications. Could you please confirm that "yes" is also an acceptable answer in the DOH points (5) (b) and (c) for companies in a grouped tender?	29/08/2018 Question-Answer 139 explains the correct way to fill in boxes 5 and 6 of point VII-"Selection criteria" of the declaration on honour if the signing person is the sole tenderer or the leader one in case of joint tender. It should be respected.

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#	Submission date	Publication date	Question subject	Question	Answer
16 2	29/08/2018 11:44	29/08/2018 16:22	Technical and professional capacity questionnaire - Agreements and alliances (identical in 2 lots; assumed to be the same for all lots)	The introduction to Part G specifies "unless otherwise stated for specific questions, answers to the questions must be in the range 2 to 4 pages". On the other hand, the question about "Agreements/alliances with 3rd parties" requires "attach the substantiating documents". Are we correct in understanding that those documents are not counted in the page limit specified?	29/08/2018 Your understanding is correct.
16 3	22/08/2018 14:26	29/08/2018 16:23	All Lots - ITS19 – Trainings in 2016-2017	With reference to QA#17 & 64, we understand that we can propose a candidate who has acquired at least two (2) IT certifications (during the period 2016-2017) through self-study (conducted during the same period) and completing the field "Training duration in days" of the "Annex 1 - ITS19 CV TEMPLATE" with the year that the certification was acquired and the days of studying. Please confirm our understanding or clarify further.	29/08/2018 Yes, your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
164	22/08/2018 14:28	29/08/2018 16:28	All Lots - ITS19 – Declaration on Honour	<p>With reference to the Declaration on Honour, our understanding is that as concerns Section VII – SELECTION CRITERIA, in case of a Joint offer (consortium) where none of the companies cover INDIVIDUALLY the Selection Criteria related to the Economic and Technical Capacity, all consortium members including the consortium leader should respond a N/A in Sections 5b) and 5c) of the form. This is not applicable for 5 a) legal Capacity where all companies (consortium leader and consortium members) is mandatory to cover individually.</p> <p>The fulfilment of the Economic and Technical capacity in a consortium level will be referred only in Consortium leader's Declaration on Honour in 6 d) part.</p> <p>Can you please confirm or else specify accordingly?</p>	<p>29/08/2018 See answer to Question139</p>

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#	Submission date	Publication date	Question subject	Question	Answer
16 5	22/08/2018 14:50	29/08/2018 16:42	Lot 2 – References	<p>Part G of the technical specifications, section 4 of Lot 2 (p. 13) states that "only one reference may be in the European Parliament or in one of the other participating European Union Institutions, Agencies or Other bodies".</p> <p>We worked on a FwC with a non-participating body where a participating institution is a member, but without providing any services to this participating institution. Based on this, is it correct to assume that a reference from such a non-participating body will not be considered as a European Parliament reference?</p>	<p>29/08/2018 Yes, your understanding is correct.</p>
16 6	22/08/2018 14:51	29/08/2018 16:49	Lot 5 - CVs	<p>With Reference to "EN-02A01B ITS19 - Part B to Technical Specifications - Profiles", all the profiles of Lot 5, should cover the requirement of Educational qualifications: Bachelor For Standard Level and Master for Senior Level. Taking into account that we have to submit 2 CVs for each profile, our understanding is that we can submit 2 CVs of Standard Level or 2CVs of Senior Level or 1CV of Standard Level and 1CV of Senior Level for each profile. Please confirm our understanding, otherwise clarify.</p>	<p>29/08/2018 yes, your understanding is correct provided that all the conditions stated on point 3.3 "CV's" of Part G Technical Specifications are met.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
16 7	22/08/2018 14:29	29/08/2018 16:50	References - lot 7 - model of certificate of delivery	<p>The model of certificate of delivery has checkboxes (A or B) and (C or D) with</p> <ul style="list-style-type: none"> - A: "is performed" (do you mean is being performed? Please confirm) - B: "was performed" - C: "partially completed ... 500 man days" - D: "entirely completed" <p>When taking into account several specific completed contracts (performed under one framework contract), that we intend to present as one reference, are we correct in understanding that we should select B and D, i.e. "was performed" and "entirely completed", provided the various SC amount to more than 500 man days. Please confirm or explain what should be selected</p>	<p>29/08/2018 Yes, your understanding is correct</p>
16 8	29/08/2018 16:37	30/08/2018 11:05	Lot 8 - Case Study 3 - MS Project planning	<p>In relation to "MS Project planning", can you confirm whether it is acceptable to provide a detailed Gantt in other tools such MS Excel or MS Powerpoint?</p>	<p>30/08/2018 Please just be aware that the submitted files shall comply with the requirements provided under "CONDITIONS FOR SUBMITTING A TENDER" part, namely, formatted as requested.</p> <p>For this specific case study the editable file must be readable by MS Project.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
169	30/08/2018 14:32	03/09/2018 10:22	Lot 4 - Test of developed software: Cloud testing services/infrastructure question	In Part G to Technical Specifications, Technical and professional capacity questionnaire, 02A01G ITS19-Lot 4 - Test of developed software, Page 27/70, 5.2 Cloud testing services/infrastructure", the question "Please give a description of your testing services provided in a cloud infrastructure (private/public) applicable to the required services". Please confirm if you require an approach / methodology applied to testing cloud infrastructures? Or are you looking for details/references of past/current projects involving testing related services in a cloud infrastructure?	03/09/2018 We ask for an overall description of your test services in the cloud context. It might be useful to underline this by dedicated project references. They would have to be listed under Table 3 and could then be referred inside the answer to 5.2.
170	22/08/2018 14:52	03/09/2018 10:55	Lot 7 - Personnel	With Reference to "Part G to Technical Specifications", there is no Section of Quality Assurance / minimum level of Capacity for Lot 7. Please, let us know which percentage of the proposed personnel for the L7-PTLD profile must be recognized certificate holders in ITIL Certification and how many CVs out of the 2 should comply with the requirement of ITIL certification.	03/09/2018 In lot 7, the PTL (Team leader) should be certified in ITIL foundation. So all CV's should include ITIL foundation certificate.

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#	Submission date	Publication date	Question subject	Question	Answer
17 1	22/08/2018 14:58	03/09/2018 11:08	Lot 7 - Profiles	<p>With Reference to “EN-02A01B ITS19 - Part B to Technical Specifications - Profiles”, p. 84, Profile “Operation Engineer” L7- POPE, it is stated that “ Technical Expertise: Recent practical experience with ICT operations in his/her domain of expertise: setup of operations, conducting of operations, implementation and follow-up of SLAs”.</p> <p>Please, clarify what exactly do you mean by “recent practical experience”. How many years of experience are required and by which year it should be considered as “recent experience”?</p>	<p>03/09/2018 Recent experience means within last 3 years (2016-2018), with a minimum years of experience in the domain of 4 years.</p>
17 2	24/08/2018 18:46	03/09/2018 13:52	Lot 10 – Trainings in 2016-2017	<p>With reference to your answer in QA#6, we understand that awareness in-house trainings during 2016 – 2017 in various topics related to IT (e.g. Security awareness training, Project Management Awareness training, etc) are acceptable for the profile of “ICT Consultant” of Lot 10. Please confirm our understanding or clarify further.</p>	<p>03/09/2018 In-house trainings relevant to the profile of the lot and substantiated with a certificate of attendance are accepted.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
17 3	24/08/2018 10:53	03/09/2018 14:12	Lot 10 References	We understand that the references need to cover all the technical areas covered by the lot. We read that the ENGAGE project management method is part of this technical area. However, as ENGAGE is only used at the European Parliament and not other customers, could you please accept PMI as alternative to this method?	03/09/2018 The references need to cover all technical areas. One of these areas mentioned in "Part A to Technical Specifications - Lots - Specification of services" is 'Project management and methodologies'. The bulleted list under 'Project management and methodologies' is given as a non-exhaustive list of examples within this technical area.
17 4	24/08/2018 11:01	03/09/2018 16:00	Lot 10 - project reference	We read that "major part of the key technologies used in the project are listed in "Part F to the Technical Specifications - European Parliament's IT environment and development standards". Therefore, we understand that with the references, we need to cover major parts of this "Part F" document and not the entirety.	03/09/2018 A major part of the key technologies in each reference project have to be listed in "Part F to the Technical specifications - "European Parliament's IT Environment and Development standards". Additionally, all five reference projects together shall not be limited to one domain within the lot but shall demonstrate the capacity of the tenderer to address all the technical areas covered by the lot as defined in Part A to the Technical specifications "Lots - Specification of services".

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#	Submission date	Publication date	Question subject	Question	Answer
17 5	31/08/2018 15:04	03/09/2018 18:52	Question over LOT 8 and more precisely over the cv's.	In the document named "Technical specifications Part G" page 49. It states "All the proposed personnel for the L8-PHCE profile must be recognized certificate holders in their specific domain of competence and demonstrate publications and lectures/conferences of personal research in that field.". For us a recognized certificate is assimilated to a PhD degree diploma in cyber security management.". Please confirm our interpretation.	03/09/2018 Please notice that the minimum educational qualifications required for LH-PHCE profile is Master. Also, certificate(s) in the specific domain of competence together with having made publications and lectures/conferences of research are required. A relevant PhD degree with publications of personal research and lectures/conferences can also be inserted in the ITS19 CV Template in Annex 5 of document 'Part D to Technical Specifications'
17 6	03/09/2018 16:07	04/09/2018 09:58	Lot 8, Part G, Section 5.1 Cybersecurity Operational Centre	For the lot 8, Part G, the section 5.1 mentions that "The Tenderers must demonstrate that they operate, in-house, a Cybersecurity Operational Centre (...)" this paragraph is followed by a table that each tenderer must complete with headcounts corresponding to the SOC, to the CSIRT and to the SAS respectively. Our understanding is that the only answer to provide in order to address this Cybersecurity Operational Centre point is the completed table and that no other description must be provided. Please confirm or clarify.	04/09/2018 No, the table is mandatory but not sufficient. The Tenderers are requested to "demonstrate", i.e. to provide evidences and information describing the capabilities of this Cybersecurity Operational Centre.

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#	Submission date	Publication date	Question subject	Question	Answer
177	03/09/2018 17:40	04/09/2018 10:04	Lot 8 - 5.1 Cybersecurity Operational Centre	Can you please confirm that to comply with the following statement "The Tenderers must demonstrate that they operate, in-house, a Cybersecurity Operational Centre, delivering at a minimum the following cybersecurity operational services" it is sufficient to indicate the technical staff (in numbers only) operating these capabilities in the table provided on page 50 of Part G. Is our understanding correct that no additional documentation or information is to be provided? Thank you.	04/09/2018 Question176

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#	Submission date	Publication date	Question subject	Question	Answer
17 8	04/09/2018 00:12	04/09/2018 10:05	Lot 8 - certifications	With reference to the document “EN-02A01G ITS19 - Part G to Technical Specifications - Technical and professional capacity questionnaire”, Lot 8 – Expertise in ICT Security, Section 5- Quality assurance and control mechanisms, it is stated that “All the proposed personnel for the L8-PLCC profile must be recognized certificate holders in ICT Security Management (ISO 27001 Lead auditor, Lead implementer, CISSP, CISM or equivalent). All CVs provided as requested under Table 2 above must comply with this requirement and the certificates must be appended to this questionnaire”. Our understanding is that each proposed Consultant must have at least ONE of the above mentioned certifications (or equivalent) in order to satisfy this requirement. Please confirm our understanding otherwise clarify.	04/09/2018 Yes, for the L8-PLCC profile, at least ONE certification in ICT Security management (ISO 27001 Lead auditor, Lead implementer, CISSP, CISM or equivalent) is required.

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#	Submission date	Publication date	Question subject	Question	Answer
179	22/08/2018 14:52	05/09/2018 09:58	All lots - Profiles	With Reference to “EN-02A01B ITS19 - Part B to Technical Specifications - Profiles”, some profiles contain requirements concerning seniority levels (i.e. Standard level and Senior Level). Our understanding is that we can submit all the CVs for each profile as Standard Level or as High Level or as a mix of them. Please confirm our understanding, otherwise clarify.	05/09/2018 See answer to Question166
180	22/08/2018 18:19	05/09/2018 10:19	Deadline extension - all lots	Given the complexity of the CFT and in order to submit quality offers, thank you to grant us an extension of the deadline of 3 weeks. Thank you.	05/09/2018 See answer to Question105 The time limit for receipt of tenders has become 20/09/2018 local time 17:00 (see published corrigendum to contract notice).
181	23/08/2018 10:13	05/09/2018 10:23	Freelancers' letter of intent	In your answer to question 15, it is specified that in case of subcontracting of freelancers, a letter of intent shall be provided for each one. Does the phrasing below suffice for this letter of intent for freelancers: “I agree to be included and engaged exclusively in the proposal put forward by ... for the Invitation to tender PE/ITEC-ITS19 - External Provision of IT Services”	05/09/2018 Form 3.3 B) "Letter of intent" of the Tender Specifications is to be used for this purpose.

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#	Submission date	Publication date	Question subject	Question	Answer
18 2	04/09/2018 10:53	05/09/2018 10:54	Lot 4 - Case study 1	<p>In Lot 4 - Case Study 1, the case study name is “Testing of developed software case “Qualitative assessment of functionality, mobility and ergonomics of the integrated Mobile-MEP (MMEP) application””; the Context description states “The Institution considers organising the internal testing services in the domain of technical quality control about two IT applications”; the description states that “The role of the tenderer is to be the central quality and software testing unit for this challenging project”.</p> <p>a) Is the “challenging project” the “Testing of developed software case “Qualitative assessment of functionality, mobility and ergonomics of the integrated Mobile-MEP (MMEP)”? b) Is “the role of the tenderer” limited to the “Testing of developed software case “Qualitative assessment of functionality, mobility and ergonomics of the integrated Mobile-MEP (MMEP)”? c) What is the status of the “newly developed browser-based software (myMMEP)”? Deployed? Developed and tested? Only developed and waiting testing? d) If the “newly developed browser-based software (myMMEP)” must be</p>	<p>05/09/2018 Ad a.) yes, b.) yes, c.) not developed yet, projet is in planning and offer requesting phase. d.) all testing aspects are relevant for the tenderer. e.) no and no f.) yes g.) yes and yes h.) yes, to be in the scope of the offer.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				<p>based software (myMMEP)” must be still tested, is the testing in the project scope? Is this testing an activity to be addressed in the expected answer or only contextual information?</p> <p>e) If the “newly developed browser-based software (myMMEP)” must be still tested is Is this testing an activity involving another testing project and team? Is this testing project planned in parallel with the tenderer testing project scoping the mobile Apps quality assessment?</p> <p>f) Is “the lead platform “browser” with some specification document showing 200 use cases” the “newly developed browser-based software (myMMEP)”?</p> <p>g) Are “browsers” to test running on the mobile devices too? If yes, are those tests in the scope of the project?</p> <p>h) Is “organising the internal testing services” an objective to include in the tenderer project?</p>	

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#	Submission date	Publication date	Question subject	Question	Answer
18 3	23/08/2018 17:23	05/09/2018 11:02	All lots - References	<p>With regards to the References (section 4 for all lots of "EN-02A01G ITS19 - Part G to technical Specifications") required to be submitted please clarify the following:</p> <ol style="list-style-type: none"> 1. We understand that multiple Specific Contracts implemented under one Framework Contract may be grouped together and presented as a single reference (for example a reference for ITS14 - Lot1 FwC). Please confirm 2. We understand that in case of Framework Contracts that are still valid (for example ITS 14 FwCs), Tenderers may include only the Specific Contracts that have been executed and totally completed (with final acceptance by the client) before 31/5/2018. In this case, the Reference/project will count as a fully completed reference since all the specific contracts included will be fully completed. Please confirm or otherwise clarify 3. In the case described in point 2. above, we understand that in "Annex 3 Certificate of delivery from the client", appended to "EN-02A01G ITS19 - Part G to Technical Specifications" we should tick the second and fourth box i.e. that the assignment was performed and that it was entirely completed in 	<p>05/09/2018</p> <ol style="list-style-type: none"> 1. your understanding is correct except for Lot 10 where referring to several specific contracts as one and the same reference will not be accepted. 2. and 3. your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
				it was entirely completed in accordance with the contract. Please confirm our understanding or otherwise clarify.	
184	23/08/2018 14:13	05/09/2018 11:11	All lots – Project References	<p>With reference to Part G, Section 4, “References must have got final acceptance by 31/05/2018 at the latest from clients on services similar in scope and size to the service requirements of this lot”, how the requirement “final acceptance by 31/05/2018” should be interpreted in Framework Contracts providing Time and Means services executed on Client’s premises? Our understanding is that this requirement is satisfied when:</p> <p>a) the Framework Contract is ended by 31/05/2018</p> <p>b) The Framework Contract is still on-going but we describe only the SCs that are terminated by 31/05/2018.</p> <p>Please confirm our understanding or clarify further.</p>	<p>05/09/2018</p> <p>In both cases a) and b) the requirement is that the final acceptance has occurred by 31/05/2018.</p> <p>See answer to Question183</p>

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#	Submission date	Publication date	Question subject	Question	Answer
18 5	24/08/2018 18:40	05/09/2018 11:20	All lots – Trainings in 2016-2017	With reference to Section 3.3 CVs of Part G to Technical Specifications - Technical and professional capacity questionnaire for all lots, regarding the trainings in 2016-2017 requested for each submitted CV, we understand that trainings relevant to the skills requested for each candidate in sections “technical expertise”, “professional experience” and “other specific expertise” of Part B to Technical Specifications – Profiles are acceptable. Please confirm our understanding or clarify further	05/09/2018 Each CV must contain at least two references to trainings in 2016-2017 in relation with the domain of the lot, as it is specifically described in Part A to Technical Specifications "Lots - Specification of services".

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#	Submission date	Publication date	Question subject	Question	Answer
18 6	22/08/2018 14:52	05/09/2018 11:33	Lot 2 – Educational qualification for Project Managers and Project Assistants	<p>As the domain of lot 2 comprehends social networking, editorial activities, and collaboration, could you please confirm that:</p> <p>a) for the Project Manager and Project Assistant profiles, a degree in ICT field is not mandatory as long as the educational qualification requirements are met?</p> <p>For example, will a Project Assistant with an MBA or a Master in Communication and 4 years of work experience minimum qualify?</p> <p>b) a degree in Political Sciences, Social Sciences or Economy can apply for Web Content Specialist and Web Editorial Consultant?</p>	<p>05/09/2018</p> <p>a) Your understanding is not correct. For the Project Manager and Project Assistant profiles, a degree in ICT field is mandatory.</p> <p>b) Your understanding is not correct.</p> <p>- For Web Content Specialist profile, educational qualifications requirement is as follows: bachelor's degree in graphic arts, information illustration, multi-media studies, communication, webdesign or information technologies</p> <p>- For Web Editorial Consultant profile, educational qualifications requirement is as follows: bachelor's degree in information technologies, multi-media studies, communication or web design</p>
18 7	04/09/2018 11:21	05/09/2018 11:35	Lot2 references - Jahia	<p>According to the QA, all references together should address all the technical areas covered by the lot. In Lot2, one of those technical areas is "CMS: Jahia". We understand that Jahia is given as an example, and that any CMS (e.g. Drupal) will cover the requirement. Could you please confirm if our understanding is correct or not?</p>	<p>05/09/2018</p> <p>Yes, your understanding is correct.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
188	24/08/2018 14:15	05/09/2018 12:10	Lot 10 re-opening of competition	Since the award criteria is the lowest price in the re-opening of competition system, will tenders for a specific order contain a technical and financial offer or only just a financial offer?	05/09/2018 The award method, retained by the European Parliament for the purpose of evaluating the new tenders requested, is as follows: lowest price. This method will be applied to the offers received that have satisfied all the specifications set out in the invitation sent by the European Parliament. The invitation may require the provision of a technical offer as well.
189	24/08/2018 18:42	05/09/2018 12:19	All lots - Agreements/ alliances with third parties	With reference to Section 2. Agreements/ alliances with third parties of Part G to Technical Specifications -Technical and professional capacity questionnaire for all lots, it is stated that "For all questions under this criteria, in case of a joint offer, provide the requested information for the group leader and each co-contractor. Provide information on subcontractors when relevant.". We understand that in case of a group of companies submitting a joint offer, each and every company needs to provide at least one (1) agreement/ alliance in the technical domain of the lot. Please confirm our understanding or clarify further.	05/09/2018 No. The box "Minimum level of capacity" in point 2."Agreements/alliances with third parties" of Part G to Technical Specifications specifies for each lot the capacity globally required in terms of agreements/alliances. See also answer to Question29

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#	Submission date	Publication date	Question subject	Question	Answer
190	24/08/2018 18:44	05/09/2018 12:26	ITS19 – All Lots – Content and presentation of Tenders	With reference to your answer to QA#25, we understand that the same approach applies also to the replies to be provided under questions of Part G to Technical Specifications - Technical and professional capacity questionnaire. Therefore, the Cover page and Table of Contents are excluded from the limit of 2 to 4 pages (for each of the group members in case of a joint offer) per reply. Please confirm our understanding or clarify further.	05/09/2018 We understand that you are making reference to Question # 12 instead of 25. If this is the case, your understanding is correct.
191	29/08/2018 17:03	05/09/2018 12:33	CVs and training (occurs is several lots; does probably apply to all lots)	In Annex G, it reads "each CV must contain at least two references to trainings in 2016-2017 in relation with the domain of the lot and must be substantiated by the corresponding certificates of attendance". If an extensive training (15 days) covers several topics related to the domain, could it be considered as two valid training sessions, taking into account your answer to QA 118 where you confirmed that 2 trainings of 1 day each do cover the requirements?	05/09/2018 No, each CV must contain at least two references to trainings in 2016-2017 in relation with the domain of the lot and must be substantiated by the corresponding certificates of attendance. Question 118 refers to two trainings.

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#	Submission date	Publication date	Question subject	Question	Answer
19 2	29/08/2018 17:06	05/09/2018 12:35	CVs and training (occurs is several lots; does probably apply to all lots)	<p>In Annex G, it reads "each CV must contain at least two references to trainings in 2016-2017 in relation with the domain of the lot and must be substantiated by the corresponding certificates of attendance".</p> <p>If a consultant successfully completed a webinar training covering topics in the domain, but the webinar organisation does not provide proofs of attendance nor certificates, could an overview of the training sessions followed along with the signed declaration of the consultant be sufficient to cover the certificate of attendance requirement?</p>	<p>05/09/2018 No. A self-declaration cannot be accepted as certification of attendance.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
193	27/08/2018 17:34	05/09/2018 12:45	<p>Our question bellow is related to lot 7, and will be relevant for all the lot's.</p> <p>In order to be as clearer as we can, we have compiled our question in 4 parts as described below.</p>	<p>1st : "Part A to technical specification": Page 13/20 Lot7: Expertise in ICT infrastructures</p> <p>We read the following:</p> <p>"Projects will respect the project methodology of the participating institutions, for example at the European Parliament ENGAGE (Project Management Methodology for European Parliament)."</p> <p>2nd : As described in "European Parliament IT Environment DGITEC – Infrastructure IT", chapter "5 Directorates" recommendations and strategic guidelines", sub-chapter "5.2 Methodological recommendations"</p> <p>We read the following:</p> <p>"DG ITEC has implemented the following:</p> <ul style="list-style-type: none"> •A method for the program management (PP04EP) based on "The standard for Program Management Second Edition"; [...] - •A methodological framework (ENGAGE) which includes a set of specific methods: •A modeling and business analysis method (ENGAGE-BPA formerly 	<p>05/09/2018</p> <p>This ENGAGE project management method, internal EP's PM method, is underpinned by globally known and acceptable standards and methodologies (PMBOK, PRINCE2, PM2).</p> <p>Tenderers are in no way restricted to use EP's method beforehand. They are free to build their proposals in the widely acceptable trends and standards in the market.</p> <p>Nowhere in the case studies of LOT7, it is mention ENGAGE only, but rather project management methodology : organization and structure, methodological project plan, list of deliverables, risk analyses and mitigation.</p> <p>At this occasion, we provide the above documentation for information reasons. Taking knowledge of this content is not mandatory, nor does this constitute extra material for justifying an extension to the deadline.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				<p>method (ENGAGE-BPA formerly BPMM4EP) [...]</p> <ul style="list-style-type: none"> • •A method for the project management (ENGAGE-IT formerly PMM4EP) based on the PMBok (Project Management Body of Knowledge) of PMI (Project Management Institute); a version Agile based on SCRUM is available; [...] • •A method for infrastructure project management (IPM4EP) based on the PMBok (Project Management Body of Knowledge) of PMI (Project Management Institute); [...] • •A method for the Workload Estimation (WEM4EP) [...] <p>All necessary information on the DG ITEC 's recommendations and strategic guidelines will be provided to the successful bidder.”</p> <p>(continue...)</p>	

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#	Submission date	Publication date	Question subject	Question	Answer
194	27/08/2018 17:35	05/09/2018 12:48	<p>Our question bellow is related to lot 7, and will be relevant for all the lot's.</p> <p>In order to be as clearer as we can, we have compiled our question in 4 parts as described below.</p>	<p>3th : As requested in “Part C to technical Specification”, and more precisely related to the Lot7, on page 39, 41 and 43 out of 65, we can found as “criteria to assess the reply” the following request.</p> <p>“Project management: methodology, organization and structure, methodological project plan, list of deliverables, risk analyses and mitigation”</p> <p>On top of this, in order to comply to the “Specific instructions / questions:” where the tenderer must provide the following elements:</p> <ul style="list-style-type: none"> •A scope document containing the understanding of the challenge. •A high level design justifying the technical decisions. •A low level design explaining the implementation of the solution. •An organizational structure including project management part. •A methodological project plan for the implementation of the new solution and the smooth migration of the installed base. •A human resource plan detailing the profiles required for the project and their allocation to the project's tasks. •A list of deliverables, with samples (maximum 1 A4 page each additionally to the 10 A4 pages 	<p>05/09/2018</p> <p>See answer provided Question193</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				<p>additionally to the 10 A4 pages limit) and method used to validate them.</p> <ul style="list-style-type: none"> •Risk analysis and mitigation actions. <p>Based on our understanding, the above deliverables (underlined and in bold) are derived directly from the ENGAGE framework.</p> <p>We do understand the value for EP to put in place such a specific framework and we can clearly see that such framework was inspired by standard frameworks used in the IT market, but is impossible for us to measure how far such framework is different from the standard IT methodologies.</p> <p>(continue...)</p>	

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#	Submission date	Publication date	Question subject	Question	Answer
195	27/08/2018 17:35	05/09/2018 12:49	<p>Our question bellow is related to lot 7, and will be relevant for all the lot's.</p> <p>In order to be as clearer as we can, we have compiled our question in 4 parts as described below.</p>	<p>4th : Having read thoroughly the ITS 19 RFP, related annexes and Q&A published so far, there is no clear and relevant information concerning the "ENGAGE" methodological framework used at EP.</p> <p>Without this information, it doesn't allow the IT market to write a relevant case study, and more precisely the methodological project plan and the risk analysis and mitigation plan.</p> <p>We would like to underline the technical weight of 20% for these points, where the incumbents have a direct advantage towards the competition.</p> <p>Therefore, we kindly request to the EP, to make the ENGAGE methodological framework documentation available to the tenderers, in order to evaluate the expected training costs we will have to foresee in our delivery model but also to guarantee a fair competition between incumbents and potential new service providers.</p> <p>As mentioned under our 3th point above, we understand that EP have the intention to disclose these documents to the successful tenderer, but it clearly generate an unfair competition between the incumbents having already these</p>	<p>05/09/2018</p> <p>See answer provided Question193</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				incumbents having already these documents at their disposal. We hope that you will consider by a positive way our request, and therefore, an additional extension of three weeks would be truly appreciated in order to digest and reflect this specific EP methodology as part of our proposal.	
19 6	03/09/2018 15:57	05/09/2018 14:45	Lot 10 – References	In Part G to Technical Specifications “Technical and professional capacity questionnaire”, last bullet of p. 59/70, Section 4 “References” we read: “in case of a framework contract including several specific contracts only one reference may be submitted for this framework contract. Referring to several specific contracts as one and the same reference will not be accepted;” 1. We understand that a framework contract consisting of several specific contracts that concern the analysis and development of subsystems of the same system/project, will be accepted as a reference.	05/09/2018 Your understanding is not correct for the references to be provided for Lot 10. In case of a framework contract including several specific contracts, a reference must be related only to the services executed under one single specific contract. It is not allowed to refer to multiple specific contracts as one reference.
19 7	30/08/2018 15:56	05/09/2018 15:10	All Lots: Certificate of delivery from the client - LANGUAGE	Is it acceptable to submit an existing certificate of delivery in a language different from English, and spoken in one of the EU members' Countries?	05/09/2018 Yes

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#	Submission date	Publication date	Question subject	Question	Answer
198	22/08/2018 14:56	05/09/2018 16:33	All Lots - CVs	Could you please specify how the CVs should demonstrate those requirements addressed as “Knowledge of”, “Good knowledge of”, “knowledge of”, “excellent knowledge of”, “In depth knowledge of”, “expertise in” “Proven experience in”, “experience in”, “Substantial experience in”, “solid experience of”, “practical experience in”, “Proficiency in”? Is there a minimum experience (number of months) defined that corresponds to each of the above competence levels?	05/09/2018 The language skills are established according to the Europass Language Passport classification (CEFR levels: “A”, “B”, “C”). As far as the other levels of expertise are concerned there is no minimum experience precisely (number of months) defined except when explicitly mentioned in the profile description document.
199	24/08/2018 09:28	05/09/2018 16:34	PART D to Technical Specifications, Service Requirements (SR)	According to Service Requirements, there will be three types of orders: Time and means (TM), Fixed price (FP), Quoted time and means (QTM): could you please specify what would be estimated period of time for the performance under specific order?	05/09/2018 The period of time is variable. It is set on a case by case basis. Therefore no estimation can be provided at this stage.
200	24/08/2018 18:41	06/09/2018 07:26	All lots - Agreements/ alliances with third parties	With reference to your answer in QA#29, we understand that in case of a group of companies submitting a tender, a consolidated table with the agreements/ alliances of all companies needs to be provided. Please confirm our understanding or clarify further.	06/09/2018 Each member of the group declaring an agreement/alliance in order to comply with the requirement of the minimum level of capacity is requested to reply separately.

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#	Submission date	Publication date	Question subject	Question	Answer
201	05/09/2018 10:40	06/09/2018 07:32	Processing of Q&A	Could you explain how the various questions are processed, as it seems not to be a FIFO system? In the latest published Q&A, answers are provided to questions raised on 22 or 23/8 but also 4/9. We raised 3 questions on 22/8 and one is still pending (together with an additional question on 23/8 and 2 on 29/8).	06/09/2018 As stated in the Invitation letter, only questions raised for the sole purpose of clarifying the nature of the contract will be answered.
202	31/08/2018 12:34	06/09/2018 07:38	2 Trainings and certificates of attendance – All lots	Can you please confirm if our understanding is correct? The university courses in 2016-2017 can be considered as the required training certificates.	06/09/2018 Yes, your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
20 3	30/08/2018 16:30	06/09/2018 07:46	ITS19 – Lot 3	<p>With reference to your answers to QA#46 and QA#125, it is not clear if the submitted CVs for a specific profile (for the profiles that the “Standard” and “Senior” levels are specified) should contain both “Standard” and “Senior” candidates. We understand that we should provide both “Standard” and “Senior” candidates but without any specific distribution between “Standard” and “Senior” levels.</p> <p>For instance, for the profile of “Project Manager [L3-PPRM]” of Lot 3 we need to provide 3 CVs. Therefore, we can propose a group of 1 “Senior” and 2 “Standard” Project Managers or a group of 2 “Senior” and 1 “Standard” Project Manager. Please confirm our understanding or clarify further.</p>	<p>06/09/2018 Both sets of CVs you proposed are acceptable. See also answer to Question166</p>
20 4	03/09/2018 16:31	06/09/2018 14:27	Annex 2 - ITS19 REFERENCE FORM	<p>Could you please confirm that the "technical executor presenting the reference" must be the one signing the reference form?</p>	<p>06/09/2018 Yes</p>

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#	Submission date	Publication date	Question subject	Question	Answer
205	30/08/2018 14:54	06/09/2018 14:57	Part G to Technical Specifications, Technical and professional capacity questionnaire, 02A01G ITS19-Lot 4 - Test of developed software.	We understand that we have to provide information for all partners of the consortium. Please confirm if we can present the information jointly, as we are preparing a joint offer?	06/09/2018 Each criterion contains instructions regarding the modalities for presentation of the tender. Please note that for some criteria, in case of a joint offer, the group leader, co-contractors and when relevant subcontractors are required to answer separately. See answer to Question200
206	03/09/2018 15:42	06/09/2018 15:06	All lots	Regarding Q&A n° 173 and taking into consideration the conditions for submitting the references (only 5 references, from 2015 to 31/05/2018, excluding maintenance...). Do you confirm that the technical areas from "Part A" can be considered as a non-exhaustive list of examples? If not, please confirm which ones are.	06/09/2018 The answer to question # 173 clearly states that the bulleted list under "Project management and methodologies" is non-exhaustive. This means that equivalent methodologies are acceptable.

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#	Submission date	Publication date	Question subject	Question	Answer
207	30/08/2018 16:32	06/09/2018 15:42	ITS19 – Staffing tables – Lots 3, 10	With reference to Part G to Technical Specifications -Technical and professional capacity questionnaire, page 4 of 70, it is stated that: “Tenderers may submit offers for several non-exclusive lots (see exclusions among lots in Part A to the Technical specifications “Lots - Specification of services”). In this case, their capacity will be analysed for each individual lot, but also globally for all lots for which they tender. This means that if a tenderer submits an offer for more than one lot, the assessment of its capacity will be based on the sum of the minimum values required for each lot applied for.”. However, lots 3 and 10 cover similar services. Therefore, we understand that the figures included in Section “3.1 Staffing table” might be identical for the same tenderer submitting both Lots 3 and 10. Please confirm our understanding or clarify further.	06/09/2018 It is clearly stated in Part G that if a tenderer submits an offer for more than one lot, the assessment of its capacity will be based on the sum of the minimum values required for each lot applied for. Section “3.1 Staffing table” does not require any minimum values.

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#	Submission date	Publication date	Question subject	Question	Answer
208	03/09/2018 19:28	06/09/2018 15:55	All Lots - Reference Form	Regarding the Annex 2-ITS19 Reference Form, appended to "EN-02A01G ITS19 - Part G to Technical Specifications", our understanding is that the field of "Declaration of conformity and signature" will be filled by the person authorized to engage the tenderer. Please confirm our understanding or otherwise clarify.	06/09/2018 No, the declaration of conformity and signature shall be filled in by the technical executor presenting the reference.
209	04/09/2018 10:27	06/09/2018 15:56	All Lots	Is it possible to substitute the two CD-ROMS for two Pen drives?	06/09/2018 No
210	04/09/2018 17:50	06/09/2018 15:57	All Lots, documents to be submitted by subcontractors.	In case of a tender submitted by a group, should the letter of intent in the "Tenderer" field, contain the name of the Group Leader, or is it acceptable to have the name of any partner of the group?	06/09/2018 No. The "Tenderer" field should contain the name of the tenderer (either a sole tenderer or a group of economic operators).
211	04/09/2018 18:44	06/09/2018 15:58	All Lots – training certificates	With reference to your answers to Q. 6 and 113, we understand that online trainings/courses from reputable online providers, such as Udemy, Coursera, Pluralsight and edX, which collaborate with the best universities and leading vendors (e.g. Microsoft) worldwide, are acceptable. Please confirm or clarify.	06/09/2018 Yes provided the trainings are substantiated by the corresponding certificates of attendance.

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#	Submission date	Publication date	Question subject	Question	Answer
21 2	05/09/2018 12:08	06/09/2018 16:00	ITS19 – Lot 3 – Project References	With reference to Part G to Technical Specifications -Technical and professional capacity questionnaire, in Section “4. References” of Lot 3, it is stated that “Maintenance is to be excluded for references related to core services”. Our understanding is that all project references should present only the services related to the development part i.e. five (5) project references related to development activities are eligible. Please confirm our understanding or clarify further.	06/09/2018 Your understanding is correct.
21 3	05/09/2018 12:08	06/09/2018 16:02	ITS19 – All lots – Project References	With reference to your answer to QA#156, we understand that we can present a reference to a project that covers both development and maintenance activities but only with regards to the development activities. In particular, the Sections: Reference front page and Reference description page of the Annex 2 – ITS19 Reference Form should be filled-in with information regarding only the development activities of the project. Please confirm our understanding or clarify further.	06/09/2018 Your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
21 4	24/08/2018 14:13	06/09/2018 16:14	All lots - We refer to Q&A 105 and all questions related to a request for extension	Many tenderers requested an extension for multiple reasons, including: size of the RFP, complexity of case studies and questions, number of CVs to provide with mandatory template, obligation to provide evidences related to references and CVs (LOI, certifications and certificates of attendance to trainings), time lost due to high number of questions and answers, summer period, etc. The Contracting Authority granted a 8-day extension related to the correction of some procurement documents. We understand that the time limit for the submission of tenders has been fixed in conformity with the Financial Regulation and the Rules of Application, but we consider that the Contracting Authority also should take into account the concerns raised by tenderers. In this context, we kindly request another two-week extension, i.e. 3 weeks in total (taking into account the 8-day extension already granted).	06/09/2018 No additional extension of the time limit for the submission of tenders is granted.

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#	Submission date	Publication date	Question subject	Question	Answer
21 5	04/09/2018 10:25	06/09/2018 16:15	Request for extension	<p>Taking into account the extensive complexity and size the tender (8 Lots), we strongly believe that the available timeframe to respond (including the already provided extension of 8 calendar days) is not adequate. Moreover, please also note the large number of continuous questions which provide an clear indication that there are still uncleared areas that need to be addresses by the tenderers.</p> <p>We are kindly requesting for an additional extension of at least two weeks, enabling tenderer to form high quality response to the Cases Studies of all Lots.</p>	<p>06/09/2018 No additional extension of the time limit for the submission of tenders is granted.</p>
21 6	05/09/2018 10:42	06/09/2018 16:16	Processing of Q&A	<p>As questions raised on 22 and 23/8 are still pending and we are waiting for answers to proceed with our proposal, could you extend the deadline by at least one week?</p>	<p>06/09/2018 No additional extension of the time limit for the submission of tenders is granted.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
21 7	05/09/2018 11:12	06/09/2018 16:20	Lot 10 – References	<p>Part G to Technical Specifications “Technical and professional capacity questionnaire”, p. 59/70, Section 4 “References” we read</p> <ul style="list-style-type: none"> • first bullet: “provide five different references among which three references must have got final acceptance by 31/05/2018 [...]”. • sixth bullet: “out of the totally 5 different references to be provided, the tenderer may provide maximum two references which relate to projects which are not finalised at the time of the submission of his tender [...]”. <p>We understand that we can provide at least 3 references with final acceptance by 31/05/2018. For example, 4 references with final acceptance by 31/05/2018 and 1 reference with final acceptance after 31/05/2018 or ongoing; or 5 references with final acceptance by 31/05/2018, will be also accepted. Please confirm or clarify.</p>	<p>06/09/2018 Your understanding is correct.</p>
21 8	05/09/2018 10:54	06/09/2018 16:21	All Lots: Annex 1 - ITS19 CV TEMPLATE	<p>Would you be so kind to confirm whether the Surname and Name are expected to be mentioned for each individual CV in the ITS19 CV TEMPLATE? Is our understanding correct that the CVs are not anonymous? Thank you.</p>	<p>06/09/2018 Your understanding is correct.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
219	05/09/2018 12:09	06/09/2018 17:43	ITS19 – Lot 10 – Project References	Lot 10 is related to services executed off-site. Is a contract executed off-site under Quoted time and means mode considered eligible?	06/09/2018 No. In "Part G to Technical Specifications" it is requested that the reference project has to be performed in fixed price mode.
220	05/09/2018 13:43	07/09/2018 10:35	All Lots. Certificates of attendance for 2016-2017	As concerns the certificates of attendance for trainings, one of our consultant has certificates of trainings from a renown organisation that are presented to him "for completion of the following online course: <title of the course>". The courses are relevant with the required expertise, and they have been completed in the years 2016 and 2017. Given that an online course can only be completed if you attend the totality of the course, we understand that the above certificates cover the certificate of attendance requirement even though the word "completion" instead of the word "attendance" is mentioned. Can you please confirm our understanding?	07/09/2018 This question cannot be answered since it appears to be incomplete. However, please refer to answer to Question211

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#	Submission date	Publication date	Question subject	Question	Answer
22 1	28/08/2018 16:48	07/09/2018 10:36	ALL LOTS CERTIFICATES- REFERENCES	Regarding Q&A N° 122, we understand that previous certificates are accepted as long as the fields not mentioned in the previous certificate (e.g. confirmation of 500 man-days) are included in the reference form. Please confirm.	07/09/2018 The reference form is drafted by the tenderer whereas the certificate of delivery is signed by the Client. The missing data (not contained in the previous certificates) must be certified by the Client.
22 2	06/09/2018 19:05	07/09/2018 10:38	Submission deadline and various requests for further extension	Considering the complexity of the CFT and in order to submit quality offers and show our extremely high commitment to the EP, our company staff have abstained from taking vacation during the whole tendering process and have scheduled vacations for after the tender submission. Following your 8-day extension they have even postponed their vacations accordingly. We therefore appreciate that recent requests were rejected to further extend the deadline and we hope that there will not be a future need to grant any such additional extension.	07/09/2018 As stated in the Invitation letter, only questions raised for the sole purpose of clarifying the nature of the contract will be answered.

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#	Submission date	Publication date	Question subject	Question	Answer
22 3	05/09/2018 13:11	07/09/2018 14:08	CV Template	With reference to “Annex 1 - ITS19 CV TEMPLATE” of the document “Part G to Technical Specifications, Technical and professional capacity questionnaire”, under the table “PROJECT EXPERIENCE - #”, a date is requested to be filled-in referring to the last update of each professional experience. Our understanding is that requested date is the one that the consultant finished his obligations at the project, giving the final feedback about his services/responsibilities. Please confirm our understanding otherwise clarify.	07/09/2018 Your understanding is incorrect. The required date is the date of the latest update of the information contained in the concerned project experience.

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#	Submission date	Publication date	Question subject	Question	Answer
22 4	30/08/2018 16:07	07/09/2018 14:20	All lots - Form 3.3 A) Declaration concerning subcontractors	<p>In the document concerning the declaration on subcontractors, we read "Value of the subcontracted part of contract (in EUR AND as a percentage of estimated total amount of contract, separate by comma)".</p> <p>With the percentage and the value in EUR, one can very easily calculate the price of our offer. However, we understand that the price should only be represented in the financial offer and the rest of the tender should not contain any indication on this matter.</p> <p>Therefore, could you please amend this form and only ask for the percentage of the estimated total amount?</p>	<p>07/09/2018</p> <p>Please note that Form 3.3 A) Declaration concerning subcontractors has been amended in order to ask solely the value of the subcontracted part of the contract under the form of an estimated percentage of the contract.</p> <p>A revised version of the Tender specifications containing new form 3.3 A) is made available in the Document library.</p>
22 5	05/09/2018 12:07	07/09/2018 16:06	Lot 2 - Part 6 - 5. Quality assurance and control mechanisms	<p>We understand that we need to annex the required certificates for 2 out of the 3 CVs for the L3-PPRM profiles, and NOT for the 50% of the proposed personnel for the L3-PPRM profile. Please confirm.</p>	<p>07/09/2018</p> <p>Certificates must be provided for at least two out of three CVs of the L2-PPRM profile</p>

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#	Submission date	Publication date	Question subject	Question	Answer
22 6	05/09/2018 15:14	07/09/2018 16:14	Lot 2 - CVs	Page 4 of Part B - Profiles indicates that all University degrees must be in an "ICT related field" applicable to all profiles of all Lots. However, your clarification to question 186 indicates that for certain profiles, degrees irrelevant to ICT, such as Communications. This is reasonable as not all profiles of Lot 2 are strictly ICT related. Can you please provide us with an exhaustive list of acceptable degrees for all profiles of Lot 2, to avoid confusion?	<p>07/09/2018</p> <ul style="list-style-type: none"> - For Web Content Specialist profile, educational qualifications requirement is as follows: bachelor's degree in graphic arts, information illustration, multi-media studies, communication, webdesign or information technologies - For Web Editorial Consultant profile, educational qualifications requirement is as follows: bachelor's degree in information technologies, multi-media studies, communication or web design - For all other profiles educational qualifications requirement is in an ICT related field
22 7	05/09/2018 15:19	07/09/2018 16:17	Lot 2 - CVs	Page 4 of Part B-Profiles indicates that "a Bachelor can be compensated by a Secondary School degree with 6 years of professional experience in an ICT related field.". If a candidate for the L2-PWEC profile has a Bachelor degree in Political Sciences, does she need to a) have 4 years of experience to meet the professional experience requirement AND b) another 6 years of experience as PWEC, to successfully meet the profile requirements? In other words, does she need 10 years of experience to meet the PWEC profile requirements?	<p>07/09/2018</p> <p>Yes, your understanding is correct, in your described situation 10 years of experience is needed.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
228	05/09/2018 19:42	10/09/2018 10:01	Subcontracting / Freelancers	<p>a) In our tender we intend to propose a subcontractor and our understanding is that the documents requested on subcontractor's part are the following:</p> <ol style="list-style-type: none"> 1. Part III, Section 19, Form 4 - "Declaration on honour concerning the exclusion and selection criteria". 2. An assurance of undertaking, only in case if the tenderer relies on the subcontractors' capacities to fulfil the selection criteria 3. Form 3.3 B) - Letter of intent <p>Please confirm our understanding, or otherwise clarify.</p> <p>b) Moreover, could you please confirm that in case we are submitting with our offer a freelancer's CV, the only document requested from his/her side is a signed Letter of Intent, using the Form 3.3 B)?</p>	<p>10/09/2018</p> <p>a) No. Concerning sub-contractors, please follow instructions provided in Annex V to Tender specifications - "Checklist of documents to be submitted with the tender".</p> <p>b) In case of subcontracting of freelancers, the same instructions apply as for subcontractors.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
229	05/09/2018 19:43	10/09/2018 10:03	Subcontractors Details	In case subcontracting is envisaged and subcontractor's staff is presented in "3.1 Staffing table" as non- permanent staff, we understand that the supporting organizational chart should include subcontractor's input regarding his technical manpower. However, we understand that with regards to all other "Technical and professional capacity questionnaire" questions (e.g. training programs, alliances with third parties, etc.) it is not mandatory for subcontractors to provide their relevant information. Please confirm our understanding or otherwise clarify.	10/09/2018 Your understanding is correct, provided that the subcontractors in question are not necessary to reach the minimum level of capacity required.
230	07/09/2018 15:39	10/09/2018 10:04	ALL LOTS – CVs	With reference to "Annex 1 - ITS19 CV TEMPLATE" of the document "Part G to Technical Specifications, Technical and professional capacity questionnaire", under the table "PROJECT EXPERIENCE" end date of the project is requested. It is our understanding that in project 1 (and any other project currently ongoing) we have to state "ongoing" as end date. Please confirm	10/09/2018 Yes, your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
23 1	22/08/2018 14:26	10/09/2018 10:19	Lot 3 – Quality and control mechanisms	With reference to “Part G to Technical Specifications -Technical and professional capacity questionnaire”, “Section 5. Quality assurance and control mechanisms”, it is stated that “[...] At least two of three CVs provided as requested under Table 2 above must comply with this requirement and the certificates must be appended to this questionnaire.”. Therefore, in the question “Have you appended the required certificates as mentioned under “Minimum level of capacity”?”, we understand that we should only include the certificates of the two (2) candidates that their CVs are proposed for the “L3-PPRM” profile. Please confirm our understanding or clarify further.	10/09/2018 Your understanding is not correct. Certificates mentioned in the three CVs must be included.

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#	Submission date	Publication date	Question subject	Question	Answer
23 2	20/08/2018 11:36	10/09/2018 10:48	Lot 3 - Case Study 3 - Sourcing	In Lot 3 - Case Study 3, Sourcing part it is stated that: "European Parliament is willing to work preferably in off-site mode or else in near-site when realistic". In general, if an off-site implementation is realistic, a near-site implementation should be also realistic. This is not the case for on-site and near-site implementations. Is there a typo in the above sentence? Should we read instead: "European Parliament is willing to work preferably in on-site mode or else in near-site when realistic"?	10/09/2018 No, there is no typo. You must understand from the sentence that, when feasible, the European Parliament is willing to work preferably in off-site or near-site mode rather than in on-site mode, and additionally, between off-site and near-site, off-site is preferred.

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#	Submission date	Publication date	Question subject	Question	Answer
23 3	07/09/2018 11:00	10/09/2018 10:50	All Lots. Certificates of attendance for 2016-2017 (related to question No 220)	<p>Question No 220 appears incomplete on the website but complete on the e-mail received, so allow me to rephrase it:</p> <p>As concerns the certificates of attendance for trainings, one of our consultant has certificates of trainings from a renowned organisation that are presented to him "for completion of the following online course: xx". The courses are relevant with the required expertise, and they have been completed in the years 2016 and 2017. Given that an online course can only be completed if you attend the totality of the course, we understand that the above certificates cover the certificate of attendance requirement even though the word "completion" instead of the word "attendance" is mentioned. Can you please confirm our understanding?</p>	<p>10/09/2018 Yes. A certificate of completion of a course is accepted.</p>
23 4	29/08/2018 16:52	10/09/2018 10:51	LOT 3 - Trainings-proof of attendance	Regarding the Proof of attendance to training for the profile "Solution Specialist" (L3-PSSP), could you confirm our understanding that trainings on ITSM (Problem, Change or Incident Management) are in relation with Lot 3 and would be accepted by the Parliament?	<p>10/09/2018 Yes, your understanding is correct.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
23 5	07/09/2018 19:31	10/09/2018 10:51	Updated: 02 ITS19 - Tender Specifications	Due to the new modifications in the "02 ITS19 - Tender Specifications " document, albeit not major, could you please consider extending the deadline?	10/09/2018 No additional extension of the time limit for the submission of tenders is granted.
23 6	06/09/2018 15:43	10/09/2018 10:58	Lot 3 - Case Study 3 - Sourcing	Kind reminder of my question submitted on 20/08/2018. In Lot 3 - Case Study 3, Sourcing part it is stated that: "European Parliament is willing to work preferably in off-site mode or else in near-site when realistic". In general, if an off-site implementation is realistic, a near-site implementation should be also realistic. This is not the case for on-site and near-site implementations. Is there a typo in the above sentence? Should we read instead: "European Parliament is willing to work preferably in on-site mode or else in near-site when realistic"?	10/09/2018 Please see answer to Question232

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#	Submission date	Publication date	Question subject	Question	Answer
23 7	30/08/2018 16:35	10/09/2018 11:04	ITS19 – Lot 3 – Analyst [L3-PANL]	With reference to Part B to Technical Specifications - Profiles, Section "Professional experience", "Analyst [L3-PANL]" the years of experience in the domain of the lot and experience in specific skills are required. We understand that a candidate proposed for the "Analyst [L3-PANL]" - "Standard" level needs to have minimum 5 years of experience in the domain plus minimum 1 year of experience in each and every skill listed in this section (e.g. functional and technical analysis, quality procedures, etc.). Please confirm our understanding or clarify further.	10/09/2018 Your understanding is not correct. In your example of L3-PANL profile, experience of "minimum 5 years for the Standard level" is required. Experience should be in the domain of the lot, with focus on the areas listed.

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#	Submission date	Publication date	Question subject	Question	Answer
23 8	03/09/2018 15:59	10/09/2018 11:09	Lot 10 – References	<p>Your answer to question number 156: “[...] The maintenance part of the project should be excluded from the service reference.”</p> <p>and</p> <p>Part G to Technical Specifications “Technical and professional capacity questionnaire”, p. 59/70, Section 4 “References”:</p> <ul style="list-style-type: none"> • fourth bullet: “[...] Maintenance is to be excluded for references related to core services”. • seventh bullet: “all five references together shall not be limited to one domain within the lot but shall demonstrate the capacity of the tenderer to address all the technical areas covered by the lot (see Part A to the Technical specifications “Lots - Specification of services”)”. <p>and</p> <p>Part A to Technical Specifications “Lots – Specification of services”, p. 20/20, “Nature of the tasks”: “The lot may include any or all activities of the system life cycle: ... Maintenance and support of the system developed”</p> <p>We understand that “core services” refer only to development services and maintenance has to be excluded from the project reference (although ‘maintenance and support of the system developed’ is mentioned as</p>	<p>10/09/2018 Your understanding is correct.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				system developed' is mentioned as one of the activities included in the lot). Please confirm.	

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#	Submission date	Publication date	Question subject	Question	Answer
239	24/08/2018 14:04	10/09/2018 11:43	ALL LOTS - references	<p>Regarding QA 116 where you confirm that “all references together should address all the technical areas of Part A, covered by the lot” and taking into account the following:</p> <ul style="list-style-type: none"> - Only a maximum of 5 references is allowed by lot - 3 out 5 references have to be closed. Therefore in some cases we need to include small projects already finished (instead of big contracts covering more areas) - Long lists of requirements which are difficult to be covered only with 5 projects (e.g. in LOT 7 there are 25 different bullets) - In LOT 3 and LOT 10 one of the requirements is referring to “Part F”. This is a 32 pages documents containing the technologies & methodologies used by the EP. - Methodologies as “ENGAGE” only used by the EP are listed in some lots. Therefore only companies having projects at the EP could cover this requirement <p>It is our understanding that this requirement goes against fair competition. We ask to reconsider that the list of the technical areas is an indicative list as long as the main areas of each lot are covered.</p>	<p>10/09/2018</p> <p>The set of references must demonstrate that the tenderer is able to address all the technical areas covered by the concerned lot (i.e. the domain of the concerned lot). In other words, the set of references must cover all the technical areas listed in a lot in the best possible way (i.e. without any significant gap) and not mandatorily up to 100 %.</p> <p>For other topics related to specific technical areas see also answer to Question173 and Question206.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
240	06/09/2018 15:51	10/09/2018 11:48	References Lot 7	<p>Regarding QA 116 where you confirm that "all references together should address all the technical areas of Part A, covered by the lot" and QA 206 & 173 where you confirm that "bulleted list under "Project management and methodologies" is non-exhaustive". Taking into account the following:</p> <ul style="list-style-type: none"> - Only a maximum of 5 references is allowed by lot - 3 out 5 references have to be closed. Therefore in some cases we need to include small projects already finished (instead of big contracts covering more areas) - There are 29 different bullets (areas) with multiple sub-areas to be covered <p>We understand that we can consider it as a non-exhaustive list and not mandatory to cover it at 100% (as long as most of the areas are covered). Please confirm?</p>	<p>10/09/2018</p> <p>The set of references must demonstrate that the tenderer is able to address all the technical areas covered by the concerned lot (i.e. the domain of the concerned lot). In other words, the set of references must cover all the technical areas listed in a lot in the best possible way (i.e. without any significant gap) and not mandatorily up to 100 %.</p> <p>For other topics related to specific technical areas see also answer to questions 173 and 206.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
24 1	22/08/2018 14:55	10/09/2018 12:40	Lot 3 - Profiles	<p>With Reference to “EN-02A01B ITS19 - Part B to Technical Specifications - Profiles”, p. 44, Profile “Solution Specialist” L3-PSSP, it is stated that “General Description: Integrates off-the-shelf solution with IT system or application. Defines the best approach to integrates a given off-the-shelf solution with a custom build system or application. Realizes integration prototype. Please, clarify which exactly off-the-shelf solution should integrate with IT system the profile of the Solution Architect.</p>	<p>10/09/2018 Please, refer to the answer to Question83</p>
24 2	22/08/2018 14:56	10/09/2018 12:45	Lot 3 - Profiles	<p>With Reference to “EN-02A01B ITS19 - Part B to Technical Specifications - Profiles”, p. 38, Profile “IT Specialist” L3-PITS, it is stated that “Professional Experience: Experience on the processes, tools and applications that will be specified case by case in the Specific Contract.”. Please, clarify which exactly processes, tools and applications you mean.</p>	<p>10/09/2018 The CVs submitted for the tender's assessment for the L3-PITS profile must prove experience in any “processes, tools and applications” in the domain of the lot, as described in the tender’s documentation. However, the CVs that will be submitted later during the contract execution must be compliant with the requirements (including specific processes, tools and applications) defined in the corresponding specific contract.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
24 3	07/09/2018 15:40	10/09/2018 15:47	ALL LOTS – CERTIFICATES	<p>We understand that for finalised projects, the certificates should contain the following information:</p> <ul style="list-style-type: none"> - Name of the signatory - Responsibility of the signatory - Organization - Name of the client (tenderer) - Period (start and end date) - A statement confirming that the assignment was performed and entirely completed in accordance with the contract (equivalent to checking boxes 2 and 4 in Annex 3) - Date and signature <p>Please confirm that a certificate from a closed project containing the fields listed above is valid.</p>	<p>10/09/2018 The required information are clearly listed in Annex 3 to Part G "Model of certificate of delivery". It appears from your question that you are confusing tenderer and client. The client is not the tenderer but the company having previously purchased the tenderer's services.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
24 4	07/09/2018 15:41	10/09/2018 15:49	certificates lot 1 to 10	<p>Regarding QA221, please note that some international organisations only sign certificates in their own template and therefore they don't detail all the fields required in this tender.</p> <p>We understand that some basic information such as dates and scope of the services must be included in the certificates, but other information like man-days is usually not required since it can be considered sensitive information and in this sense most of the clients don't include this kind of information in their certificates templates.</p> <p>Can you confirm that previous certificates containing the basic information of the project and accompanied by a solemn declaration of our CEO confirming the FTE part are accepted?</p>	<p>10/09/2018 See answer to Questions #121, # 122 and #221. The certificate of delivery shall be signed by the client, which ensures the truthfulness of all information provided. Annex 3 to Part G "Model of certificate of delivery" clearly stated that : " Previous certificates may be used as long as they include ALL and EVERY field detailed below. The header of this form may be deleted if reference providers do not accept to use a document without their heading paper, however, the document must clearly show that the document provided is the requested Certificate of Delivery."</p>
24 5	29/08/2018 11:03	10/09/2018 16:16	Lot 5 Case Study 1 - Answer to question #129	<p>We understand that with your answer to question #129 the scope of the answer does not include: how the solution will be deployed to users, training and rest of change management activities. Could you confirm that our understanding is correct?</p>	<p>10/09/2018 I confirm your understanding.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
24 6	29/08/2018 15:55	10/09/2018 16:19	Lot 7 - Case Study 3 - Project Plan approach	We understand that in this case study we need to explain the solution proposed, the plan to implement this solution but the implementation itself is out of the scope of this contract. Therefore, the organizational structure refers to the management of the contract and the support provided to the third party contractor. Could you confirm if our understanding is correct?	10/09/2018 The implementation of the solution is included in the scope.
24 7	30/08/2018 09:13	10/09/2018 16:21	Lot 5 Case Study 1 – Organisational Structure	In the context of Lot 5 Case Study 1, which areas should be covered in the organisational structure? I.e. Is it only project management or also operations organization?	10/09/2018 The organisation structure must cover all the resources required for setting up the scope of the case study. The operational tasks are not included in the scope.
24 8	30/08/2018 10:04	10/09/2018 16:23	Lot 5 Case Study 1 – when you refer to the term “Solution“ (answer #132)	Regarding Lot 5 Case Study 1, when you refer to the term “Solution“ (In the context of the recent answer ‘tenderer must provide a solution’, answer #132), do you expect that the tenderer recommends a specific technology / vendor or rather describes the most important features of the target solution required to address EP challenges?	10/09/2018 The tenderers could suggest a technology for addressing the challenge but all the topics and/or features of the targeted solution should be taken into account.

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#	Submission date	Publication date	Question subject	Question	Answer
249	06/09/2018 10:53	10/09/2018 16:33	Lot 5 - Case Study 2 - Developer Environment	We understand that the scope of the developer environment only covers describing the infrastructure to connect from outside the Parliament for external suppliers; i.e. it does not cover describing the application lifecycle suite of tools put at disposal of developers in this environment. Could you please confirm that our understanding is correct?	10/09/2018 The scope of the challenge covers not only the connection with the external suppliers but also all the tools required for the application's development.
250	23/08/2018 11:15	10/09/2018 16:37	Lot 7, Case Study 3	We understand that the scope of Lot 7 Case Study 3 covers only the design of the solution; namely, the implementation of the solution can be considered out of the scope. Could you confirm if our understanding is correct?	10/09/2018 The implementation of the solution is included in the scope.
251	27/08/2018 13:48	10/09/2018 16:42	Lot 7, Case Study 3	We understand that the scope of the project plan covers not only the detailed design of the solution but also the implementation and deployment of the solution proposed at European Parliament premisses. Could you confirm that our understanding is correct?	10/09/2018 The implementation of the solution is included in the scope but not the deployment.

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#	Submission date	Publication date	Question subject	Question	Answer
25 2	24/08/2018 15:16	10/09/2018 16:45	Lot 3 - project references	With regards to question 116, you confirm that all together, references need to cover the respective technical areas described in part A. In lot 3, these technical areas refer to the tools and technologies described in the document "Part F". Considering that we are only allowed to present 5 projects with the requirements of different customers and at least 3 closed projects, it will not be possible to cover each and every technology and tool listed in this document "Part F". Part F also contains, among others, technologies and tools for several domains, including infrastructure and security, which are no subject for the lot and are usually not covered by development projects in the scope of lot 3. Could you therefore please confirm that we do not need to cover each and every element listed in the document Part F?	10/09/2018 The set of references must demonstrate that the tenderer is able to address all the technical areas covered by the concerned lot (i.e. the domain of the concerned lot). In other words, the set of references must cover all the technical areas listed in a lot in the best possible way (i.e. without any significant gap) and not mandatorily up to 100 %. For other topics related to specific technical areas see also answer to questions Question173 and Question206.
25 3	30/08/2018 16:20	10/09/2018 16:46	Lot 7 - Case Study 3 - Allocated profiles to the project	We consider that some activities to implement the solution of this case study do not have the appropriate profiles in Annex B description for Lot 7. Therefore, we assume that these activities must be explained but can be considered out of the scope in terms of effort allocation. Can you confirm if our understanding is correct?	10/09/2018 Only profiles described in this lot must be used for the achievement of this case study.

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#	Submission date	Publication date	Question subject	Question	Answer
25 4	03/09/2018 14:34	10/09/2018 16:51	all lots - project references	Can you please confirm that you will accept alternative tool for all the tools listed in the bullet points of the technical areas of part A to Technical Specifications? Considering that the tenderer is only allowed to hand in 5 references, it is impossible to cover every bullet point/tool with only 5 references.	10/09/2018 The set of references must demonstrate that the tenderer is able to address all the technical areas covered by the concerned lot (i.e. the domain of the concerned lot). In other words, the set of references must cover all the technical areas listed in a lot in the best possible way (i.e. without any significant gap) and not mandatorily up to 100 %. For other topics related to specific technical areas see also answer to questions Question173 and Question206.
25 5	30/08/2018 16:31	10/09/2018 16:51	Lot 7 - Case Study 3 - Fixed Price offer	We understand that the concept of "fixed price offer" does refer to only the bullet points under "specific instructions / questions" section. But it does not request to provide a budget. Can you confirm that our understanding is correct?	10/09/2018 I confirm your understanding.

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#	Submission date	Publication date	Question subject	Question	Answer
25 6	03/09/2018 16:20	10/09/2018 16:53	Lot 3 - Lot 10 references	We read that all 5 references together shall not be limited to one domain but shall demonstrate the capacity to address all the technical areas covered by the lot (Part A to the technical specifications). In Lot 3 and Lot 10, this document "Part A" refers to the tools and technologies listed in "Part F to the technical specifications". Part F itself contains more than 80 tools and technologies. However, with only 5 references, it will be impossible to cover all 80 tools and technologies. Could you please clearly confirm that we do not need to cover all the technologies of Part F?	10/09/2018 The set of references must demonstrate that the tenderer is able to address all the technical areas covered by the concerned lot (i.e. the domain of the concerned lot). In other words, the set of references must cover all the technical areas listed in a lot in the best possible way (i.e. without any significant gap) and not mandatorily up to 100 %. For other topics related to specific technical areas see also answer to Question173 and Question206.
25 7	05/09/2018 12:09	10/09/2018 16:53	ITS19 – Lot 7 – Case Study 3	It is stated that “datacentres in Luxembourg and Brussels run each part of the production”. Can you please provide us with details on how many virtual machines are placed in EP’s datacentres.	10/09/2018 The solution must be defined whatever the number of virtual machines.

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#	Submission date	Publication date	Question subject	Question	Answer
25 8	07/09/2018 16:51	10/09/2018 16:56	Lot 7 - Case Study #3, Number of deployed Virtual Machines	For each of the following 5 different IT environments, please provide us with indicative figures regarding the aggregate number of Virtual Machines typically deployed in those environments: (1) servers in the development environment; (2) servers in the training environment; (3) servers in the testing environment; (4) servers in the pre-production environment; (5) servers in the production environment	10/09/2018 The solution must be defined whatever the number of virtual machines and servers.
25 9	23/08/2018 11:38	10/09/2018 17:00	Lot 3 References	We have a question concerning the conditions for References described in PART G to Technical specifications, bullet 2 concerning "covered activities falling into the domain" and bullet 5, "demonstrate the capacity of the tenderer to address all the technical areas". Could you confirm that references need to cover the activities described p. 6 in PART A to technical specifications (eg project planning, architectural design) but not the tools, technologies or environment described in EP Development standard overview? If not, could you please define what you mean by "technical areas"?	10/09/2018 The set of references must demonstrate that the tenderer is able to address all the technical areas covered by the concerned lot (i.e. the domain of the concerned lot). In other words, the set of references must cover all the technical areas listed in a lot in the best possible way (i.e. without any significant gap) and not mandatorily up to 100 %. For other topics related to specific technical areas see also answer to Question173 and Question206.

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#	Submission date	Publication date	Question subject	Question	Answer
260	22/08/2018 14:59	10/09/2018 17:02	Lot 5 - Lot 7 / References	In case the tenderer have implemented and designed a data center, and afterwards he has to provide the operation and support of data center, our understanding is that it is not regarded as a maintenance period. On the contrary, the last services fall into the scope of the lots 5 and 7, so the tenderer should submit this type of project as reference for lots 5 and 7. Please confirm our understanding, otherwise clarify.	10/09/2018 References of the lot 5 cover the scope of the lot 5. References of the lot 7 cover the scope of the lot 7.

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#	Submission date	Publication date	Question subject	Question	Answer
26 1	07/09/2018 16:51	10/09/2018 17:05	Lot 7 - Case Study #3, scope of the 'solution'	Referring to the stipulation of the Specifications "The tenderer has to define a stable and reliable solution to get applications highly resilient", we understand that: (1) the term "solution" refers to both hardware and software 'components'; (2) if deemed necessary and subject to the satisfaction of a vendor's pertinent technical prerequisites/constraint, it may be assumed the EP will UPGRADE its existing hardware and/or software infrastructure for the purposes of implementing the Case Study #3 'solution'; (3) if deemed necessary, NEW hardware and/or software (i.e., not already listed in Case Study #3 and Annex F of the specifications) components may be proposed, over and above those proposed in the context of defining "the multi-sites datacenter network infrastructure addressing those needs" of Case Study #3;	10/09/2018 The tenderers could suggest any solution for addressing the challenge.
26 2	07/09/2018 16:52	10/09/2018 17:11	Lot 7 - Case Study #3, VMware products at the EP	Referring to the stipulation that "the current standard in the datacentre is composed of: - linux servers: Redhat on VMware....", please provide us with more information regarding which particular VMware products the EP is currently using, such as vSphere, NSX, etc.	10/09/2018 EP considers that the "Part F to Technical Specifications" provides the information for answering the case study.

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#	Submission date	Publication date	Question subject	Question	Answer
26 3	08/09/2018 09:03	10/09/2018 17:13	Lot 7 - Case Study #3, scope of the 'solution'	<p>Question submitted on 7/9 is rephrased as follows:</p> <p>Referring to the stipulation of the Specifications "The tenderer has to define a stable and reliable solution to get applications highly resilient", we understand that: (1) the term "solution" refers to both hardware and software 'components'; (2) if deemed necessary and subject to the satisfaction of a vendor's pertinent technical prerequisites/constraint, it may be assumed the EP will UPGRADE its existing hardware and/or software infrastructure for the purposes of implementing the Case Study #3 'solution'; (3) if deemed necessary, NEW hardware and/or software (i.e., not already listed in Case Study #3 and Annex F of the specifications) components may be proposed, over and above those proposed in the context of defining "the multi-sites datacenter network infrastructure addressing those needs" of Case Study #3;</p> <p>Please confirm that our understanding for each of the topics under (1), (2), and (3) above is correct, or advice if otherwise.</p>	<p>10/09/2018 The tenderers could suggest any solution for addressing the challenge.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
26 4	23/08/2018 17:25	10/09/2018 17:20	Lot 3 - References	<p>With reference to "Part G to Technical Specifications", Lot 3, p.20, it is stated that "the full set of references proposed for this lot shall cover in the best possible way the domain of the lot. The provision of references covering only a small identical subset of the technologies and domains of expertise required for the lot will be considered as eliminatory;"</p> <p>1. Regarding the "tools and technologies" of technical areas of lot 3, p. 7 of "Part A to Technical Specifications", please clarify which exactly sections of Part F should be covered by the references that we will submit. Our understanding is that the content of the projects should cover in general the content of section 4 "Environments for development of centralized applications", part F. Please, confirm our understanding or otherwise clarify</p> <p>2. Regarding the "Project Management and methodologies" of technical areas of lot 3, p. 7 of "Part A to Technical Specifications", the references should cover, apart from the others, the " ENGAGE - Project Management Method used in the European Parliament". In case the tenderer hasn't executed projects in the European Parliament, please</p>	<p>10/09/2018</p> <p>The set of references must demonstrate that the tenderer is able to address all the technical areas covered by the concerned lot (i.e. the domain of the concerned lot). In other words, the set of references must cover all the technical areas listed in a lot in the best possible way (i.e. without any significant gap) and not mandatorily up to 100 %.</p> <p>For other topics related to specific technical areas see also answer to Question173 and Question206.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				the European Parliament, please confirm that references covering the rest of "Project Management and methodologies" will be accepted and will not be considered as eliminatory. Otherwise, please clarify which similar methodologies to "ENGAGE" will be accepted.	
26 5	10/09/2018 13:27	11/09/2018 12:03	ITS19 – Staffing tables – Lots 3, 10	With reference to Part G to Technical Specifications -Technical and professional capacity questionnaire, page 4 of 70, where it is stated that: "Tenderers may submit offers for several non-exclusive lots [...] their capacity will be analysed for each individual lot, but also globally for all lots for which they tender[...]" and your answer to QA#207 that states that Section "3.1 Staffing table" does not require any minimum values, we understand that we can declare the same figures for 'section 3.1 staffing table' for Lot 3 and Lot 10 taking into consideration that Lot 3 and Lot 10 cover similar services. Please confirm or clarify further.	11/09/2018 Your understanding is correct as regards Part G - Table 1 under Section 3.1 Staffing table.

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#	Submission date	Publication date	Question subject	Question	Answer
26 6	10/09/2018 13:30	11/09/2018 12:04	ITS19 – All lots – Tenderer's technical staff in the different profiles	With reference to Part G to Technical Specifications -Technical and professional capacity questionnaire, in Section "3.2 Profiles", Table 2 – Minimum staff with experience in the field covered by this lot, we understand that the sum of permanent and non-permanent staff of the tenderer should be included per profile. Please confirm our understanding or clarify.	11/09/2018 Your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
26 7	15/08/2018 17:04	11/09/2018 12:15	Question concerning page limit of answers to questions in Part G	<p>This is a question concerning LOT 6 in relation to the question from Part G on "5.1 Project management methodology". We understand that for this question we are allowed to provide an answer between 6 and 12 pages as we are a consortium with 3 members. Note that we would reply using one single document. We also understand from one of the other questions asked that the cover page and table of content are not taken into account when counting the pages. We would like to know whether we can add in our reply an "introduction" section of 1 page and a "conclusion" section of 1 page while replying in 2 to 3 pages (instead of 2 to 4 pages) per consortium member. If yes, can we apply the same approach for the other questions of Part G? If so, does the same apply for the other Lots? Thank you.</p>	<p>11/09/2018 Part G of the specifications for the ITS 19 stipulates:</p> <p>"For each of the questions in the points included in this document unless otherwise stated for specific questions, answers to the questions must be in the range 2 to 4 pages in Times New Roman font 11pt with 2cm top-bottom-left and right margins. Replies to questions in separate pages are authorised, always within the limit of 2 to 4 pages per question. Annexes to answers are not allowed unless explicitly specified. In case of a group of economic operators (except when the information should be provided for the group as a whole), the 2 to 4 pages are allowed for each of the group members (group leader and co-contractors). Documents from subcontractors must be included in the page limits allocated for the contractor presenting them. Information exceeding the size limits will be ignored during the evaluation process. "</p> <p>Furthermore in chapter 5 for lot 6 it is clearly stated : "5. Quality assurance and control mechanisms In case of a joint offer, provide the</p>

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#	Submission date	Publication date	Question subject	Question	Answer
					<p>In case of a joint offer, provide the relevant information for the group leader and each co-contractor.</p> <p>.....</p> <p>5.1 Project management methodology Please give a description of your project management methodology/methodologies applicable to the required services."</p> <p>Consequently:</p> <p>Since it is not otherwise stated, nor have we asked that the information should be provided for the group as a whole (in the case of a group of economic operators.), we expect to have a 2 to 4-pages- document (in terms of content) by each of the economic operators (either group leader or co-contractor or single company tenderer), describing their "project management methodology/methodologies applicable to the required services"</p>

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#	Submission date	Publication date	Question subject	Question	Answer
26 8	10/09/2018 15:49	11/09/2018 13:35	all lots - reference form - profiles	In the Part G to the technical specifications, concerning References, it is written " They shall demonstrate the capacity to provide the services globally, As a consequence, concrete requirements (e.g. profiles) do not need to be precisely matched." Do you therefore confirm that within the reference form, under the point "Number of tenderer's own technical staff involved in person/day for the whole duration of project declared, by profile", we can write down the profiles of the corresponding project, which are not the same as the Parliament's ITS-19 profiles?	11/09/2018 Yes

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#	Submission date	Publication date	Question subject	Question	Answer
269	05/09/2018 22:14	11/09/2018 14:32	Lot 10 - Technical Questionnaire - Question 2	<p>Question 2: "Risk analysis for Lot 10 specific contract's offer" - Explain how you will do a risk analysis related to the sending of an offer for a specific contract ...Provide a risk analysis, list corresponding mitigation actions and give practical examples</p> <p>1. Please can you confirm that the question concerns the activities up to and inclusive of sending the offer to the Parliament and not the actual project (signed specific contract)?</p> <p>2. Please can you confirm that the risks in question are the risks on the understanding or the work and its requirements described in your request and not the actual reality of the project running?</p>	<p>11/09/2018 "The question is about ""risk analysis related to the sending of an offer for a specific contract"". The tenderer should interpret the question in the broadest possible sense with relevance to all kinds of projects that could be implemented under the ITS19 Framework Contract. The tenderers should make explicit their assumptions about the risk of Lot-10 projects based on the information available in the ITS19 material.</p> <p>The question does not require a risk analysis of the actual project."</p>
270	10/09/2018 13:28	11/09/2018 17:03	ITS19 – Lot 8 - Case study #3	<p>With reference to case study 3 and QA 168, does the MPP have to include a Gantt chart in addition to depicting pre-requisites for security tasks?</p>	<p>11/09/2018 The Case Study specific instructions mention "Draft the project plan corresponding to a structured approach for the Security work package (including MS Project planning)". Please reply to the case study proposal based on your knowledge.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
27 1	10/09/2018 13:29	11/09/2018 17:05	ITS19 – Lot 8 - Case study #3	With reference to case study 3 and QA 168, our understanding is that the MPP is an external file and not included in the page limit of 10-pages defined for the Case study 3. Please confirm or clarify further.	11/09/2018 Yes, the MS Project File can be annexed to the 10 pages main document. Please notice that, as stated in introduction to part C, the "size should be limited to what is needed to communicate the essentials".
27 2	10/09/2018 13:29	11/09/2018 17:07	ITS19 – Lot 8 - Case study #3	With reference to case study 3 and QA 168, is a timeline required? Our understanding is that the security work package should be integrated to the overall development project instead of having its own timeline. Please confirm or clarify further.	11/09/2018 The Case Study specific instructions mention "Draft the project plan corresponding to a structured approach for the Security work package (including MS Project planning)". Please reply to the case study proposal based on your knowledge.
27 3	10/09/2018 13:29	11/09/2018 17:08	ITS19 – Lot 8 - Case study #3	With reference to case study 3, are sample asset lists and business impact analysis required as part of the sample risk analysis?	11/09/2018 The Case Study specific instructions mention "Perform a sample risk analysis according to a structured methodology (such as EBIOS)". Please reply to the case study proposal based on your knowledge.

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#	Submission date	Publication date	Question subject	Question	Answer
27 4	10/09/2018 18:34	11/09/2018 17:31	ALL Lots	Dear Sir or Madam, With regard to completing the Annex 2 REFERENCE FORM; within the Part G of the Technical Specifications, our understanding is that at the Annex 2 last page under: "Declaration of conformity and signature", this declaration is made and signed by the organisation who delivered the services to the client? Have we correctly understood this please?	11/09/2018 See answer to Question204

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#	Submission date	Publication date	Question subject	Question	Answer
27 5	10/09/2018 18:44	11/09/2018 17:34	ALL Lots - Annex 3	<p>Dear Sir or Madam, Regarding the Annex 3 - "MODEL OF CERTIFICATION OF DELIVERY", We have understood that: 1. for a closed/finished project the second and fourth boxes should be ticked? ("the assignment was performed" / "was entirely completed ...") and 2. for a still ongoing project the first and third boxes should be ticked? ("The assignment is performed and is partially completed ...").</p> <p>Is our understanding correct?</p> <p>If our client has completed this form, and they have inserted at the dates: "During the period from month/year" to "month/year" where for the last date they gave "31/05/2018", AND they have ticked boxes 1 and 3 "is partially completed", does the EU accepts this to designate an ongoing project?</p> <p>Otherwise stated - if our client insert in the Annex 3 a month / year as the second data element under: "During the period from month/year to Month/year" instead of the expression "Ongoing", referred to in earlier Questions and</p>	<p>11/09/2018 Regarding the boxes to be ticked your understanding is correct.</p> <p>For the second part of your question, there is a contradiction between the information ticked in the boxes that the project is still ongoing and the mention of an end date. If the project is ongoing, this must be indicated in a clear and consistent manner.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				referred to in earlier Questions and Answers, will: (a) this be accepted by the EP as a valid answer? AND (b) will this be understood to be an ongoing contract?	

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#	Submission date	Publication date	Question subject	Question	Answer
27 6	10/09/2018 18:55	11/09/2018 17:35	ALL LOTS - References - man-days	<p>Dear Sir or Madam,</p> <p>Our organisation serves a number of EU institutional clients. Some of these organisations will not use templates to confirm reference implementation. Rather they use their own templates.</p> <p>These EU institutional reference-templates consistently state budgets linked to the contract. They do not confirm person days.</p> <p>Will the European Parliament:</p> <ul style="list-style-type: none"> - 1. accept these EU institutional templates as proof of past / ongoing delivery, in the absence of confirmed man-days? <p>OR</p> <ul style="list-style-type: none"> - 2. accept that over 500 man-days were implemented over 3.5 years, where the budgeted disclosed are in excess of 150K Euro per year; <p>OR</p> <ul style="list-style-type: none"> - 3. accept that over 500 man-days were implemented over 3.5 years where budgets disclosed are in excess of 1 Million Euro in total? <p>OR</p> <ul style="list-style-type: none"> - 4. accept own (company in-house proofs) of man-days spend based on time-sheets for T&M projects? <p>OR</p> <ul style="list-style-type: none"> - 5. accept EU-institutions-accepted 	<p>11/09/2018 See, in particular, answers to Question121 and to Question167</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				<p>- 5. accept EU-institutions-accepted time-sheets of man-days spent based on time-sheets for T&M projects?</p> <p>Thank you for your clarification.</p>	
27 7	10/09/2018 19:06	11/09/2018 17:37	All Lots - Annex 3 - Model of certificate of delivery	<p>In the Annex 3 for a closed assignment we understand that the client ticks:</p> <ul style="list-style-type: none"> - box 2 "The assignment was performed" and - box 4 "was entirely completed in accordance with the contract". <p>Neither of these answers makes reference to the volume of person-days (or man-days) expended in a past-project / closed-project.</p> <p>Will the EP accept the number of man-days for completed projects on the basis of the Annex 2, wherein the total of person-days for all profiles has been given, and that the Annex 2 declaration is signed by the company, and declared to be "of conformity"?</p>	<p>11/09/2018 See, in particular, answers to Question121 and to Question167</p>

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#	Submission date	Publication date	Question subject	Question	Answer
27 8	10/09/2018 19:16	11/09/2018 17:38	All Lots	<p>Regarding Annex 2 REFERENCE FORM and Annex 3 MODEL OF CERTIFICATE OF DELIVERY</p> <p>We have a client and reference from one Directorate of the The European Commission, which is adapted to display our competency to serve the European Parliament.</p> <p>This client / Directorate of the European Commission will not use templates other than their own to give references for work done and/or in progress. The reference documents the provide enumerate: - start and end dates, - numbers of specific contracts already granted, and - budgets assigned to a company in multi-millions.</p> <p>Will the European Parliament accept such formats of references to prove that at least 500 man-days / person days have been delivered, given that we have a document attesting budgets of multiple tens of Millions of Euro / and 15 specific contracts having been implemented over an 18 month time-period?</p>	<p>11/09/2018 Please refer to answers to Question13, to Question121, to Question122, to Question167, to Question183, to Question221, to Question243 and to Question244</p>

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#	Submission date	Publication date	Question subject	Question	Answer
279	11/09/2018 12:16	11/09/2018 17:39	Lot 10 - Selection Criteria Financial Statements	The Selection Criteria states that for the Economic and Financial Capacity each company must submit the Tenderer's annual accounts for the three last closed years. As our annual accounts, and those of our partners, include at least 150 pages per each annual account, we would like to know if it is acceptable to print exclusively the Profit and Loss sheet in the paper version, for each annual account, and include all the accounts exclusively in the electronic version.	11/09/2018 No this is not acceptable
280	11/09/2018 15:08	11/09/2018 17:39	All lots - certificates of delivery	The references must cover a minimum of 500 man-days/reference. For the Certificate of the Delivery (or annex 3) of projects closed before 31/05/2018, we understand that boxes 2 and 4 have to be checked. Therefore, there is no need to confirm in the certificate of delivery that 500 man-days are fulfilled (but this information will appear in the annex 2 - reference form). Please confirm our understanding is correct.	11/09/2018 See, in particular, answers to Question121 and to Question167

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#	Submission date	Publication date	Question subject	Question	Answer
28 1	31/08/2018 10:03	12/09/2018 09:01	ITS19 – Lot 3 and Lot 10 – Trainings in 2016-2017	With reference to Section 3.3 CVs of Part G to Technical Specifications - Technical and professional capacity questionnaire for all lots, regarding the trainings in 2016-2017 requested for each submitted CV, we understand that certificates of completion from Oracle containing the name of the candidate, the name of the Oracle University training class, the date of acquisition of the certificate and the Enrolment ID are acceptable for the profiles of Lot 3 and Lot 10 (when their subject is relevant to the domain of the lots). Please confirm our understanding or clarify further.	12/09/2018 Trainings of Oracle which subject is relevant to the domain of the lots are acceptable. Information to provide is described in Annex 1 of Part G to Technical Specifications -Technical and professional capacity questionnaire
28 2	03/09/2018 19:37	12/09/2018 09:04	Lot 3 - PPRM	LOT 3: In document 'Part B to Technical specifications - Profiles' you mention that a certification in Programme management (PMI-PgMP, or similar equivalent certification, for the senior profile) for the L3-PPRM is required. Our understanding is that an MSP Foundation Certification (Managing Successful Projects) is considered as equivalent. Could you please confirm our understanding? Otherwise please name which certifications are accepted	12/09/2018 Your understanding is correct only if, in your question, MSP stands for "Managing Successful Programmes" (AXELOS) and not "Managing Successful Projects"

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#	Submission date	Publication date	Question subject	Question	Answer
28 3	10/09/2018 13:30	12/09/2018 09:32	ITS19 – Lot 3 – Educational qualification for “Web Designer Ergonomist”	With reference to your answer to QA#186 concerning the “Web Content Specialist” profile of Lot 2, we understand that the same approach applies also to “Web Designer Ergonomist” profile of Lot 3. Therefore, for the “Web Designer Ergonomist” profile, educational qualifications requirement is as follows: bachelor's degree in information technologies, multi-media studies, communication or web design. Please confirm our understanding or clarify.	12/09/2018 We confirm that the same approach applies, but since L2-PWCS is not the same profile as L3-PWDE, only bachelor's degree related to web graphical design and ergonomics will be accepted, including graphics arts, multimedia or web design, but not the ones related to web (text) content, as this area is not part of the L3-PWDE profile.
28 4	10/09/2018 13:28	12/09/2018 09:33	ITS19 – Staffing tables – Lot 3 – L3-PPRM	With reference to Part B to Technical Specifications – Profiles, Profile “Project Manager [L3-PPRM]”, we understand that a PM2 certificate provided by European Commission for level 1 of the PM2 Project Management Training Programme, including the courses completed and the Certificate ID is valid for the “Project Management (PMI-PMP, PRINCE 2 or similar equivalent certification)” requirement. Please confirm our understanding or clarify further.	12/09/2018 Your understanding is correct

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#	Submission date	Publication date	Question subject	Question	Answer
28 5	07/09/2018 16:45	12/09/2018 11:42	Lot3 – Maintenance services in project references	<p>Your answers to Q. 156 and 212 seem to contradict the fifth bullet of Section 4 “References” of Part G to Technical Specifications “Technical and professional capacity questionnaire”, (p. 19/70): “all five references together shall not be limited to one domain within the lot but shall demonstrate the capacity of the tenderer to address all the technical areas covered by the lot (see Part A to the Technical specifications “Lots - Specification of services”) [...]”, since corrective and evolutive maintenance are included in the technical areas of the lot (p. 7/20 of Part A to the Technical specifications).</p> <p>If maintenance services are to be excluded altogether, could you please amend the above phrase of part G? We note that in the tender concerning the previous contract (ITS14) maintenance services were allowed in project references for the same lot.</p>	<p>12/09/2018 The domain of the Lot 3 covers both development and maintenance. For this Lot, for references regarding development projects, core services refer to development services. For references regarding maintenance, core services refer to maintenance services.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
28 6	03/09/2018 15:57	12/09/2018 12:09	Lot 3 – References	<p>Your answer to question number 156: “[...] The maintenance part of the project should be excluded from the service reference.”</p> <p>Part G to Technical Specifications “Technical and professional capacity questionnaire”, p. 19/70, Section 4 “References”:</p> <ul style="list-style-type: none"> • second bullet: “[...] Maintenance is to be excluded for references related to core services”. • fifth bullet: “all five references together shall not be limited to one domain within the lot but shall demonstrate the capacity of the tenderer to address all the technical areas covered by the lot (see Part A to the Technical specifications “Lots - Specification of services”)”. <p>and</p> <p>Part A to Technical Specifications “Lots – Specification of services”, p. 7/20, “Technical areas”: “Technical expertise [...] Corrective Maintenance, Evolutive Maintenance”.</p> <p>1. We understand that in order to address all the technical areas covered by the lot at least one of the references should include only maintenance services (corrective, evolutive) with more than 500 man-days. Please confirm.</p> <p>2. If a framework contract includes</p>	<p>12/09/2018</p> <p>1. Your understanding is not correct. As stated in answer to Question254, there can be references which include only maintenance services (corrective, evolutive) with more than 500 man-days, but it is not mandatory.</p> <p>2. Your understanding is correct. See answer to Question285</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				2. If a framework contract includes analysis and development with more than 500 man-days in some specific contracts and maintenance services with more than 500 man-days in other specific contracts, we understand that such reference is acceptable and covers both development and maintenance. Please confirm.	
287	22/08/2018 18:07	12/09/2018 12:26	Lot 3 - technical evaluation questionnaire - question Maintenance off-site / on-site	Could you specify how the requests for off site or on site maintenance would be made? 1) the EP specifies the order type (FP/QTM or TM) and the location 2) the EP specifies the order type (FP or QTM) and the contractor decides whether on-site or off-site 3) another option - please explain	12/09/2018 Please refer to Part D to Tech Spec – Service Requirements/Chapter 3 "Ordering process" and Part D to Tech Spec – Service Requirements/Annex 1 "ITS19 - Request for Offer form"
288	11/09/2018 16:39	12/09/2018 12:29	Lot 3 - technical evaluation questionnaire - question Maintenance off-site / on-site	Kind reminder of a question submitted on 22/8: Could you specify how the requests for off site or on site maintenance would be made? 1) the EP specifies the order type (FP/QTM or TM) and the location 2) the EP specifies the order type (FP or QTM) and the contractor decides whether on-site or off-site 3) another option - please explain	12/09/2018 See answer to Question287

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#	Submission date	Publication date	Question subject	Question	Answer
28 9	23/08/2018 15:41	12/09/2018 12:40	Lot 3 - question "maintenance"	<p>Could you explain how the following sentence (part of the question) should be understood: "What requirements have to be provided by the EP to enable this split?"</p> <ol style="list-style-type: none"> 1. Do "requirements" refer to "requirements specifications" that should be provided by the EP? 2. Do those requirements refer to e.g. technical requirements made by the contractor and that have to be met to allow for off-site work (e.g. remote access) 3. If none of the above, could you please explain and give examples? 4. "... to enable this split": who decides on the split? Is it the EP or the contractor? 	<p>12/09/2018</p> <ol style="list-style-type: none"> 1. No, "Requirements" are the requirements from the provider asked to the EP (See option 2 of your question) 2. Yes 3. Option 2 of your question is correct 4. See answer to Question287

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#	Submission date	Publication date	Question subject	Question	Answer
290	11/09/2018 16:45	12/09/2018 12:48	Lot 3 - technical evaluation questionnaire - question Maintenance off-site / on-site	<p>Kind reminder of a question sent on 23/8</p> <p>Could you explain how the following sentence (part of the question) should be understood: "What requirements have to be provided by the EP to enable this split?"</p> <p>1. Do "requirements" refer to "requirements specifications" that should be provided by the EP?</p> <p>2. Do those requirements refer to e.g. technical requirements made by the contractor and that have to be met to allow for off-site work (e.g. remote access)</p> <p>2b (added on 11/9) Do those requirements refer to the Request for offer and associated contract statement of work describing the requested services?</p> <p>3. If none of the above, could you please explain and give examples?</p> <p>4. "... to enable this split": who decides on the split? Is it the EP or the contractor? (added on 11/9): please specify or explain.</p>	<p>12/09/2018 See answer to Question289</p>

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#	Submission date	Publication date	Question subject	Question	Answer
29 1	11/09/2018 17:36	12/09/2018 15:06	ITS19 - All lots	We understand that the hosting and operations of all applications will be performed in the Production environment of the EP. Hosting externalisation is not envisaged for ITS19. Please confirm.	12/09/2018 Today, hosting and operations of all applications is performed in the Production environment of the EP. Answers to the questions related to these aspects should therefore consider the current situation, with the exception of Lots whose questions / use cases would make explicit reference to hosting externalisation. Given the evolution of technologies, hosting externalisation would be perfectly conceivable inside the timeframe of ITS19 framework contract

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#	Submission date	Publication date	Question subject	Question	Answer
29 2	12/09/2018 15:42	12/09/2018 16:37	ITS19 – Lot 3 – Project References	In your answer to QA#212, it is confirmed that "all project references should present only the services related to the development part i.e. five (5) project references related to development activities are eligible". We selected and gathered the requested clients certificates (Annex 3) based on that statement. However, in QA#285, it is stated that "for references regarding maintenance, core services refer to maintenance services." Our understanding is that both cases are eligible i.e. a) five (5) project references related to development activities are eligible and b) a mix of five (5) project references e.g. four (4) related to development and one (1) related to maintenance	12/09/2018 Yes, your understanding is correct.
29 3	12/09/2018 10:05	12/09/2018 17:15	LOT 8 Case study 3	In case study 3, the brief mentions "an application for handling documentation of various sensitivity levels, except classified information" Please could you state/specify the various sensitivity levels.	12/09/2018 These levels are not specified on purpose. Please reply to the case study based on your knowledge.

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#	Submission date	Publication date	Question subject	Question	Answer
29 4	11/09/2018 17:49	13/09/2018 09:57	We refer to the Q&A's 15, 181 and 228.	<p>On 10/08/2018 (Q&A 15), the Contracting Authority clearly stated that freelancers have to provide a letter of intent. On 05/09/18 (Q&A 181), the Contracting Authority confirmed that freelancers have to provide a letter of intent based on the form 3.3 B. Then, on 10/08/2018, the Contracting Authority specified that freelancers have to submit ALL documents that must be provided by a subcontractor. On the one hand, the Contracting Authority had several occasions (in the RFP as well as via the Q&A's 15 and 181) to clarify that the letter of intent is mandatory but not sufficient for freelancers. On the other hand, from our experience, requesting so many documents from freelancers is a first-in-history requirement. Actually, some documents cannot be provided by individuals and one-person companies... We kindly ask the Contracting Authority to relax requirements concerning freelancers and request a letter of intent only, which in our opinion should be sufficient to prove the commitment of the freelancer.</p>	<p>13/09/2018 First of all, stating in answer to Question #15 that a letter of intent must be provided for freelancers does not exclude that the other requirements in the Tender specifications must be fulfilled.</p> <p>All prescriptions related to subcontractors apply to freelancers when they act as such. If so, the following documents or information must be provided</p> <ul style="list-style-type: none"> - Form 0 which shall mention the names of freelancers acting as subcontractors. - Form 3.3 A) including details, as far as possible, of the part of the contract which the tenderer proposes to subcontract - Form 3.3 B) - Form 4 (declaration on honour concerning the exclusion and selection criteria) <p>Subcontractors (including freelancers acting as such) are exempted from submitting the documents requested in points 20.1 to 20.3 of the Tender specifications. However, if the tenderer relies on the capacities of subcontractor(s) in order to fulfil the selection criteria, an undertaking shall be required from the subcontractor(s) stating which resources will be made</p>

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#	Submission date	Publication date	Question subject	Question	Answer
					stating which resources will be made available to the tenderer and to what extent. The tenderer must then also provide the documents which make it possible to assess the selection criteria, to the extent that the subcontractor(s) makes his (their) resources available to the tenderer.

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#	Submission date	Publication date	Question subject	Question	Answer
29 5	12/09/2018 09:40	13/09/2018 10:07	All lot: selection for freelancers	<p>In your answer to question 228, by applying the same instructions to the freelancers as for subcontractors, majors new requirements are introduced for freelancers in the last week before the deadline: freelancers have to provide a LOI and proof of registration but also the signed DoH (some "proof" , if requested, will be impossible to provide by a one-person company) and a signed "assurance of undertaking" document which is totally irrelevant for freelancers. Could you please confirm that, for freelancers, "only" a signed LOI must be provided ?</p>	<p>13/09/2018 All prescriptions related to subcontractors are deemed to apply to freelancers when they act as such. If so, following documents or information must be provided: - Form 0 which shall mention the names of freelancers acting as subcontractors. - Form 3.3 A) including details, as far as possible, of the part of the contract which the tenderer proposes to subcontract - Form 3.3 B) - Form 4 (declaration on honour concerning the exclusion and selection criteria)</p> <p>Subcontractors (including freelancers acting as such) are exempted from submitting the documents requested in points 20.1 to 20.3 of the Tender specifications. However, if the tenderer relies on the capacities of subcontractor(s) in order to fulfil the selection criteria, an undertaking shall be required from the subcontractor(s) stating which resources will be made available to the tenderer and to what extent. The tenderer must then also provide the documents which make it possible to assess the selection criteria, to the extent that the subcontractor(s) makes his (their) resources available to the tenderer.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
					resources available to the tenderer.
29 6	11/09/2018 17:25	13/09/2018 10:08	All Lots - Request for postponement	Due to the considerable number of clarifications to process, we would like a two week postponement to the submission deadline of the 20th of september	13/09/2018 No additional extension of the time limit for the submission of tenders is granted.

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#	Submission date	Publication date	Question subject	Question	Answer
29 7	11/09/2018 17:41	13/09/2018 10:12	All Lots - Content and presentation of Tenders - Conditions for submitting a tender and Checklist	<p>In document EN-01b ITS19 - Conditions for submitting a tender, we read in page 4, under the section related to the I – General PAR:</p> <p>“The order and numbering of the sections must be followed without fail. “</p> <p>However, right after this reference there isn't any numbering but only bullet points. The same in the Annex V where no specific numbering is mentioned.</p> <p>Our understanding is that we should strictly follow the order of the documents as presented in the bullets and in the Checklist (Annex V) but we can include a numbering in the supporting material (cover pages, separators, etc) i.e.</p> <p>1. Form 0 2. Form 1 3. Form 2 ..etc</p> <p>Can you please confirm our understanding or else specify accordingly?</p>	<p>13/09/2018</p> <p>Your understanding is correct as regards the order of the documents. As far as the numbering is concerned, you are requested to keep the numbering of the different sections and forms referred to as indicated in the conditions for submitting a tender (see the numbering inside the bullet points) and replicated in the tender specifications.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
298	10/09/2018 10:36	13/09/2018 10:14	Lot 2 - Case Study 1.1 - Project Management	The Case Study description does not include any indication regarding the duration, mode of delivery, budget, etc. for the Case Study. Are Tenderers allowed such assumptions, that are necessary for a draft Project Management Plan, requested under point 1.1?	13/09/2018 Yes
299	12/09/2018 10:13	13/09/2018 10:21	Re your answer to question 269. Further clarifications are necessary.	<p>In your question you state clearly 'sending of an offer'. This defines the risk in the period before the specific contract is signed i.e. BEFORE the project. Your reply is abstract.</p> <p>Do you want the risks related to (1) the process of thinking of the offer and sending it OR (2) the process of risk analysis during the project duration? 1 or 2?</p> <p>Thanks for being specific</p>	13/09/2018 The scope of the Lot 10 question 2 is the risk analysis done and the mitigation actions planned by the tenderer between the reception of the request for offer and the signature of the specific contract. The tenderer must demonstrate its capacity to present realistic risk-resilient offers with guarantees of successful execution.

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#	Submission date	Publication date	Question subject	Question	Answer
300	12/09/2018 10:29	13/09/2018 10:57	All lots – Freelancers	<p>In case that we intent to submit the CV of a freelancer (Natural person), our understanding is that in Form 3.3.a the evidence requested in the fields</p> <ul style="list-style-type: none"> • Address in full ** • Represented by: name(s) in full and position(s) • Is/are the person(s) authorised to sign independently or jointly?*** <p>are not applicable. Can you please confirm or else clarify what are the applicable evidence for the natural persons?</p>	<p>13/09/2018 First bullet in the question can be filled in for freelancers with their address As far as the two last bullets are concerned, indeed they are not applicable and can then be filled in with "N/A".</p>

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#	Submission date	Publication date	Question subject	Question	Answer
30 1	12/09/2018 15:41	13/09/2018 10:58	All Lots – Organisational structure	<p>According to Q&As No. 25, 47 and 92, in case of a consortium, an organisational chart including information for all companies, % of co-contractors, information about the staffing numbers, profiles etc should be included in I – General Part after Form 3.2.a and used as reference in Part II – Technical Part, Technical and Professional Capacity questionnaire, Sections 3.1 Staffing tables and 3.2 Profiles.</p> <p>In Case of a Sole tenderer however, our understanding is that since form 3.2.a is not applicable, the relevant information about the Organigram - Organisational chart requested under section 3.1 and 3.2 in Part II – Technical Capacity part, should be provided after the Technical and Professional Capacity questionnaire accompanied with all the rest evidence of this part (CVs, References, certificates, etc). Can you please confirm or else specify accordingly?</p>	13/09/2018 Yes
30 2	12/09/2018 17:24	13/09/2018 10:59	Clients eligible for references - all lots	Based on QA 51: can we consider the Publications Office a different client from the European Commission? In other words, is it ok if we provide one refernce from a DG and a second one from the Publications Office?	13/09/2018 Yes

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#	Submission date	Publication date	Question subject	Question	Answer
303	12/09/2018 20:09	13/09/2018 11:00	CV Template	With reference to “Annex 1 - ITS19 CV TEMPLATE” of the document “Part G to Technical Specifications, Technical and professional capacity questionnaire”, under the table “PROJECT EXPERIENCE - #”, a date is requested to be filled-in referring to the last update of each professional experience. Our understanding is that requested date is the one that the consultant finished his obligations at the project, giving the final feedback about his services/responsibilities. Please confirm our understanding otherwise clarify.	13/09/2018 Your understanding is incorrect. See answer to Question223

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#	Submission date	Publication date	Question subject	Question	Answer
30 4	12/09/2018 20:32	13/09/2018 11:01	References - All lots	<p>With reference to your answer to QA#184, we understand that the reference will be considered to have final acceptance by 31/05/2018 when:</p> <p>a. the Framework Contract is ended by 31/05/2018 and in "Annex 3 Certificate of delivery from the client", the second and fourth box are ticked.</p> <p>b. The Framework Contract is still on-going but we describe only the SCs that are terminated by 31/05/2018 and in "Annex 3 Certificate of delivery from the client", the first or second and third box are ticked.</p> <p>Please confirm our understanding or otherwise clarify.</p>	<p>13/09/2018 Your understanding is incorrect. The requirement is that the final acceptance by the Client has occurred by 31/05/2018. If the project has got this final acceptance by 31/05/2018, the boxes to be ticked are the second and the fourth ones. See answers to Question167 and Question275</p>
30 5	11/09/2018 19:45	13/09/2018 11:35	All lots - Project planning	<p>With reference to Q&A 271, our understanding is that any project plan (planning schedule) can be annexed and not count within the 10 pages limitation; and not only when "MS Project planning" is requested as in Lot 8 Case Study 3. Could you please confirm that our understanding is correct?</p>	<p>13/09/2018 Your understanding is incorrect. Please refer to the general instructions regarding the page limitation as well as, when relevant, to the specific instructions inside the lots and the case studies.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
30 6	12/09/2018 20:34	13/09/2018 14:52	Subcontracting/Freelancers	<p>With reference to your answer to QA# 228 and the instructions provided in Annex V to Tender specifications - "Checklist of documents to be submitted with the tender", we understand that only in case the tenderer relies on the capacities of a subcontractor/freelancer, the latter shall provide extracts from their annual accounts for the three last closed years. Therefore, if we rely on the capacity of a subcontractor/freelancer only for covering a profile requested (CV), we understand that we do not need to submit neither their annual accounts, nor their input in any other section of Part G – Technical and Professional Capacity Questionnaire. Could you please confirm our understanding or otherwise clarify?</p>	<p>13/09/2018 Yes, see answer to Question295.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
30 7	12/09/2018 17:21	13/09/2018 15:40	Lot 10 Case Study	<p>Could a Gantt chart be added as an Annex to the case study, not counting toward the 20 page limit? Although not explicitly requested, regardless of the answer to the above question, could an MPP file also be submitted in the tender's electronic version?</p>	<p>13/09/2018 No. In Part C to Tech Spec – Technical evaluation questionnaire, page 61, it is defined that "The maximum length of the answer to the Case Study 1 is 20 A4 pages.". No exceptions have been allowed for Lot 10.</p> <p>Regarding the formats, please refer to "Conditions for submitting a tender", Chapter 5: "All answers (documents) in digital format should be provided as editable documents (for instance Word and Excel documents readable by Microsoft Office 2010) as well as PDF documents with the PDF being the authoritative digital version."</p>

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#	Submission date	Publication date	Question subject	Question	Answer
308	03/09/2018 19:55	13/09/2018 15:43	All Lots - Domain Coverage	<p>For the following statement (see §3.3 of EN-02A01G ITS19 - Part G to Technical Specifications - Technical and professional capacity questionnaire.docx) : “Each group of CVs proposed for one specific profile shall cover as widely as possible the domain of the lot as to allow the contracting authority to assess the tenderer’s capacity for the services required for that lot. The Provision of a group of CVs for one profile covering perfectly only a small subset of the technologies and skills required will be considered as eliminatory.”</p> <p>a) Could you specify what the European Parliament means by “small subset” of the technologies and skills? How the Evaluation Committee will decide whether a subset is “small” or adequate. Please define a % threshold or an exact number of skill that need to be covered and that will be used consistently for all tenderers.</p> <p>b) For example, a group of proposed CVs for the Developer Specialist profile consists of:</p> <p>a. a Developer Specialist with excellent knowledge in Java SE, Java EE, Spring Tools Suite, Apache Tomcat 8.0.x, Rest, UML, Agile, JQuery</p> <p>b. a Developer Specialist with</p>	<p>13/09/2018</p> <p>The set of CVs must demonstrate that the tenderer is able to address the technical areas covered by the concerned lot (i.e. the domain of the concerned lot). In other words, the set of CVs must cover the technical areas listed in a lot as widely as possible (i.e. in the best possible way without any significant gap) and not mandatorily up to 100 %.</p>

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				<p>b. a Developer Specialist with excellent knowledge in Oracle 11g R2, Tomcat 8, Java EE, Java SE, UML, Agile,</p> <p>c. a Developer Specialist with excellent knowledge in Spring Tools Suite 4.x, Java EE, Java SE, Oracle 11g, Junit, JQuery, POJO</p> <p>These three CVs cover a subset the technologies amongst those specified in "EN-02A01F ITS19 -Part F to Technical Specifications -EP IT Environment and Development Standards.pdf" but not the full list of the 50+ technologies. Will this set of CVs be considered as accepted? If not, please specify why and define the exact requirements that the set of CVs per profile should cover.</p> <p>c) Can you please define how "coverage" of a specific domain is defined? For example, is a CV demonstrating 6 months of experience in a specific domain considered as "covering" this domain? Is there a minimum number of months of experience defined for this "coverage" criterion?</p>	

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#	Submission date	Publication date	Question subject	Question	Answer
309	05/09/2018 19:41	13/09/2018 16:04	All lots - Coverage of Technical Areas	<p>For the following statement (see §3.3 of EN-02A01G ITS19 - Part G to Technical Specifications - Technical and professional capacity questionnaire.docx) : “Each group of CVs proposed for one specific profile shall cover as widely as possible the domain of the lot as to allow the contracting authority to assess the tenderer’s capacity for the services required for that lot. The Provision of a group of CVs for one profile covering perfectly only a small subset of the technologies and skills required will be considered as eliminatory.”</p> <p>The technology area of each lot may include several bullets that should be covered. Many bullets include not one but several different elements (e.g LOT 8- bullet 7:- Network Security, Internet/Intranet/Extranet architectures, DMZ, network ID/PS, Netflow, IP Security, packet capture analysis, firewalling;).</p> <p>a) Our understanding is that it is sufficient for a CV to cover at least one element of each technical domain/bullet in order to be considered that it covers the domain. For example, expert with expertise in ‘firewalling’ will be considered as covering the whole domain of “Network Security, Internet/Intranet/Extranet</p>	<p>13/09/2018</p> <p>The set of CVs must demonstrate that the tenderer is able to address the technical areas covered by the concerned lot (i.e. the domain of the concerned lot). In other words, the set of CVs must cover the technical areas listed in a lot as widely as possible (i.e. in the best possible way without any significant gap) and not mandatorily up to 100 %.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				Internet/Intranet/Extranet architectures, DMZ, network ID/PS, Netflow, IP Security, packet capture analysis, firewalling". Please confirm that our understanding is correct. b) Could you please define which is the minimum acceptable man/days of experience in each specific technical domain/bullet? c) Is a certification sufficient to cover the experience in a specific bullet/area?	

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#	Submission date	Publication date	Question subject	Question	Answer
310	12/09/2018 20:24	13/09/2018 16:11	CVs - All Lots	<p>For the following statement (see §3.3 of EN-02A01G ITS19 - Part G to Technical Specifications - Technical and professional capacity questionnaire.docx) : “Each group of CVs proposed for one specific profile shall cover as widely as possible the domain of the lot as to allow the contracting authority to assess the tenderer’s capacity for the services required for that lot. The Provision of a group of CVs for one profile covering perfectly only a small subset of the technologies and skills required will be considered as eliminatory.”</p> <p>The technology area of each lot may include several bullets that should be covered. Many bullets include not one but several different elements (e.g LOT 8- bullet 7:- Network Security, Internet/Intranet/Extranet architectures, DMZ, network ID/PS, Netflow, IP Security, packet capture analysis, firewalling;).</p> <p>a) Our understanding is that it is sufficient for a CV to cover at least one element of each technical domain/bullet in order to be considered that it covers the domain. For example, expert with expertise in ‘firewalling’ will be considered as covering the whole domain of “Network Security, Internet/Intranet/Extranet</p>	<p>13/09/2018 See answer to Question309</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				Internet/Intranet/Extranet architectures, DMZ, network ID/PS, Netflow, IP Security, packet capture analysis, firewalling". Please confirm that our understanding is correct. b) Could you please define which is the minimum acceptable man/days of experience in each specific technical domain/bullet? c) Is a certification sufficient to cover the experience in a specific bullet/area?	

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#	Submission date	Publication date	Question subject	Question	Answer
31 1	10/09/2018 18:27	13/09/2018 17:04	This question is for lot 7 but affects all lots	<p>In addition to this guide, dedicated training sessions about the methodology are organised.”.</p> <p>As example for the case study 1 : 7 points out of the 30 are concerning “Quality of proposed planning and proposed resources and their justifications (maximum 7 points) Project management: methodology, organization and structure, project plan, human resource allocated, list of deliverables, risk analyses and mitigation”.</p> <p>For the three case studies, 39 points out of the 100 are directly concerned by the ENGAGE framework.</p> <p>Our question : How the evaluation committee can evaluate by the same way the proposal of a tenderer used to deliver the services based on Engage against an incumbent not familiar with this framework?</p> <p>Certainly, when the technical proposal is only based on three case studies and where the award criteria is based on “The quality ratio weighting will be 70 % and the price ratio weighting will be 30 %.”</p> <p>Having released these documents and knowing that modifying technical award criteria at this stage of the</p>	<p>13/09/2018 Please see answer Question193</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				<p>award criteria at this stage of the procurement procedure is not an option.</p> <p>It would be beneficial to the EP to recommend to the tenderer the use of such framework in developing they technical answer for the case studies.</p> <p>This will allow a real fairness in evaluating the different technical answers.</p> <p>Therefore, we reiterate our request to extend by three weeks the bid submission date.</p>	

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#	Submission date	Publication date	Question subject	Question	Answer
31 2	10/09/2018 18:26	13/09/2018 17:40	This question is for lot 7 but affects all lots	<p>Due to text limitation, this question will be divided into two: Following the answer to our question N° 173 we would like to bring to the attention of the EP the following points. Having read the three documents released by the parliament on the 05 September, containing 326 pages fully adapted to EP needs, we reiterated our questions concerning the evaluation fairness. When an RFP refer 19 times to the Engage Framework, we can clearly feel the importance of such framework. Indeed, the case studies doesn't refer to this framework, and refer to "Project management: methodology, organization and structure, methodological project plan, list of deliverables, risk analyses and mitigation" But the description of the Lot 7 does refer to the Engage framework as follow: "Projects will respect the project methodology of the participating institutions, for example at the European Parliament ENGAGE (Project Management Methodology for European Parliament).". When reading the "EN-ENGAGE_Project-Management-Method-Guide EN v1.1.pdf", more</p>	<p>13/09/2018 During the execution of this contract, the winner will respect the project methodology of the participating institutions, for example at the European Parliament the Project Management Methodology is ENGAGE, but it is not mandatory to apply for each institution. For the answer to this call for tender, please refer to answer : Question193</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				<p>Method-Guide_EN_v1.1.pdf”, more precisely on page 9/136, the framework refers to the following: “It enhances project management effectiveness by:</p> <ul style="list-style-type: none">• Improving communication and dissemination of information.• Clarifying expectations as early as possible in the project.• Defining the project lifecycle.• Providing guidelines for project planning.• Introducing Monitor & Control activities necessary for managing a project.• Proposing management activities and artefacts.	

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#	Submission date	Publication date	Question subject	Question	Answer
31 3	13/09/2018 17:16	14/09/2018 09:26	All Lots – Numbering of the proposal 1 – General Part	<p>With reference to document Conditions of Submitting a tender, we read:</p> <p>“The first part of the tender must be entitled: ‘1 – General Part’ and must be subdivided into the following sections:</p> <p>The order and numbering of the sections must be followed without fail.</p> <ul style="list-style-type: none"> - Tender forms 0, 1, 2, 3.1, 3.2 a), 3.2 b) (provided as example), 3.3 a), 3.3 b) and 4 contained in the Tender specifications (See Part III, Sections 16 to 19, of the Tender specifications) - Evidence of enrolment in a relevant professional or trade register (See Part II, Section 14, Point 14.1, of the Tender specifications) - Evidence of professional risk indemnity insurance (See Part II, Section 14, Point 14.2, of the Tender specifications) - A financial statement for the last three financial years available (see form 5 in Part III, Section 20, Point 20.2, of the Tender specifications).“ <p>According to the above our</p>	<p>14/09/2018</p> <p>As stated in the invitation letter, no response will be given to any request for additional information received less than six working days before the closing date for submission of tenders.</p>

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				<p>According to the above our understanding is that the structure of our offer should be:</p> <ul style="list-style-type: none"> 1. Tender Forms <ul style="list-style-type: none"> Form 0 Form 1 Form 2 Form 3.1 Form 4 2. Evidence of enrolment in a relevant trade register <ul style="list-style-type: none"> Trade register certificate 3. Evidence of professional risk indemnity insurance <ul style="list-style-type: none"> Risk indemnity insurance evidence 4. Financial statement <ul style="list-style-type: none"> Form 5 Annual accounts <p>Can you please confirm our understanding or clarify further?</p>	

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31 4	13/09/2018 17:17	14/09/2018 09:26	All Lots – Numbering of the proposal 1 – General Part	<p>With reference to Q&A No 297 and the reference in the tendering specifications document regarding the numbering of the proposal documents, our understanding is that we should follow the following structure:</p> <p>16. DOCUMENTS IDENTIFYING THE TENDERER Form 0 Form 1</p> <p>17. LEGAL ENTITY AND FINANCIAL IDENTIFICATION Form 2</p> <p>18. DOCUMENTS RELATING TO SIGNATURE OF THE TENDER Form 3.1 Form 3.2 a (If applicable) Form 3.2 a (if applicable)</p> <p>19. DECLARATION ON HONOUR CONCERNING THE EXCLUSION CRITERIA Form 4</p> <p>20. SELECTION PHASE 20.1 LEGAL AND REGULATORY CAPACITY 20.2 ECONOMIC AND FINANCIAL CAPACITY FORM 5</p> <p>Can you please confirm our understanding or clarify further?</p>	<p>14/09/2018 As stated in the invitation letter, no response will be given to any request for additional information received less than six working days before the closing date for submission of tenders.</p>

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31 5	13/09/2018 17:38	14/09/2018 09:27	Extension Request	<p>The sheer volume of submitted questions (310 at this specific moment) should be strong indication to the Authority that the tenderers still have difficulties in fully understanding all requirements and addressing them into their tender responses. Even if fully compliant with the relevant regulations, the provision of an additional extension of at least 3 weeks is not considered unreasonable given the circumstances. Moreover, please note that due to the fact that the tender was published in the heart of the holiday period (especially for south Europe) Tenderers couldn't utilize all available time towards the production of their responses. We kindly request from the Authority to provide a further extension (which practically will not make any difference in the evaluation, award plans) assisting us to cope with the tender responses, and we hope that the Authority in a good collaborative spirit will grant us this extension.</p>	<p>14/09/2018 As stated in the invitation letter, no response will be given to any request for additional information received less than six working days before the closing date for submission of tenders.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
31 6	13/09/2018 17:56	14/09/2018 09:27	Lot 8 – Certificates for L8-PLCC, P8-PLCA and L8-PCSS	With reference to “Section 5. Quality assurance and control mechanisms” of Part G to Technical Specifications – Technical and professional capacity questionnaire, page 45 of 70, the certificates as mentioned under “Minimum level of capacity” for the profile of L8-PLCC, P8-PLCA and L8-PCSS profiles are required. We understand that screenshots of the certificates or corresponding links from the official website of the certification provider are acceptable. Please confirm our understanding or clarify further.	14/09/2018 As stated in the invitation letter, no response will be given to any request for additional information received less than six working days before the closing date for submission of tenders.
31 7	13/09/2018 17:56	14/09/2018 09:27	Lot 8 – Publications and lectures/conferences of research for L8-PHCE profile	With reference to “Section 5. Quality assurance and control mechanisms” of Part G to Technical Specifications – Technical and professional capacity questionnaire, page 45 of 70, the certificates as mentioned under “Minimum level of capacity” for the profile of L8-PHCE profile are required. We understand that screenshots of the publications or corresponding links from the official website of the institution/ company/ university are acceptable. Please confirm our understanding or clarify further.	14/09/2018 As stated in the invitation letter, no response will be given to any request for additional information received less than six working days before the closing date for submission of tenders.

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#	Submission date	Publication date	Question subject	Question	Answer
318	13/09/2018 18:26	14/09/2018 09:28	Lot 2 profile L2-PSAR: Professional experience requirement	It is our understanding that the professional experience requirement for the PSAR profile is fulfilled when the consultant has at least 8 years of combined professional experience as a software architect and developer. It is not expected that the consultant has 8 years per role (8 years as software architect and 8 years as developer), as this would imply a very senior profile -- typically, a consultant moves into the architect role after first accumulating experience as a senior developer. Could you please confirm our understanding or clarify?	14/09/2018 As stated in the invitation letter, no response will be given to any request for additional information received less than six working days before the closing date for submission of tenders.
319	13/09/2018 17:58	14/09/2018 09:29	Lots 3, 10 – Experience in J2EE	With reference to Part B of Technical Specifications – Profiles, when experience of “J2EE” is requested for some of the profiles, we understand that it can be covered by a candidate with experience in “JEE”. Please confirm our understanding or clarify further.	14/09/2018 As stated in the invitation letter, no response will be given to any request for additional information received less than six working days before the closing date for submission of tenders.
320	13/09/2018 17:59	14/09/2018 09:29	Lot 10 – Project references	With reference to your answer to QA#196, we understand that this is applicable to framework contracts and not other types of contracts that do not have specific contracts. Please confirm or clarify further.	14/09/2018 As stated in the invitation letter, no response will be given to any request for additional information received less than six working days before the closing date for submission of tenders.

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#	Submission date	Publication date	Question subject	Question	Answer
32 1	12/09/2018 20:21	14/09/2018 11:30	Lot 7 Case Study #2 and #3, one-page limit of sample documents	<p>The Case Study requirements require “List of deliverables, with samples (maximum 1 A4 page each additionally to the 10 A4 pages limit) and method used to validate them”.</p> <p>Please clarify whether: (a) the 1-page limit of a sample deliverable includes the “method used to validate them”, or (b) the answer concerning the “method used to validate them” is to be counted within the 10-page overall limit of the case study, or (c) there is no size limitation regarding the “method used to validate them”.</p>	<p>14/09/2018 The overall limit for the case study is 10 A4 pages, including the method to validate the deliverables. Additionally 1 A4 page per sample can be provided.</p>
32 2	12/09/2018 20:20	14/09/2018 11:33	Lot 7 WAN interconnection links topology and throughput	<p>Please provide us with specific information about: (a) the aggregate (all links) specific TCP/IP throughput between the two Luxembourg-located data centres; (b) the aggregate (all links) specific TCP/IP throughput between the Brussels-located data centre and the FIRST Luxembourg-located data centre; (c) the aggregate (all links) specific TCP/IP throughput between the Brussels-located data centre and the SECOND Luxembourg- located data centre.</p>	<p>14/09/2018 10 GB between all datacenters. a)10 GB b)10 GB c)10 GB</p>

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#	Submission date	Publication date	Question subject	Question	Answer
323	12/09/2018 20:20	14/09/2018 11:36	Lot 7 WAN interconnection throughput	<p>Part F of the Technical Specifications (p. 7) states: "3.1.2 Wide Area Networks (WAN) Parliament's main sites - Brussels, Luxembourg and Strasbourg - are interlinked via a WAN designated EPINET HD with roughly 1 Gbit to 10 Gbit (on specific links) TCP/IP throughput".</p> <p>Please clarify whether: (a) on CERTAIN specific links the TCP/IP throughput is roughly 10 Gbit, and in the REMAINING links the throughput is between 1 Gbit to 10 Gbit (e.g. a single link has 10 Gbit throughput and 3 links 1 Gbit), or (b) ALL links have TCP/IP throughput roughly 1 Gbit to 10 Gbit, or advise if otherwise.</p>	<p>14/09/2018 There is a mix of 1GB and 10GB linked to the throughput needs, and site/building capacity. 10 GB between Datacenters.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
32 4	12/09/2018 20:37	14/09/2018 11:40	Lot 7 Case Study #3 (hereafter 'CS3'), Answer #251, scope of the solution	(I) According to the Q&A #251 “The implementation of the solution is included in the scope but not the deployment”. (II) However: (1) CS3 stipulates (emphasis added): “The tenderer has to DEFINE a stable and reliable solution to get applications highly resilient”; (2) the Lot 7 Services Description (pp 13-15, Part A of the Technical Specifications), provide an exhaustive description of the Lot 7 tasks, from which emerges that there is clear distinction between (i) “DEFINITION” tasks and (ii) “INSTALLATION” and “DEPLOYMENT” tasks. For instance, Part A stipulates (emphasis added): (a) “Control and follow-up assignments, in particular during DEPLOYMENT of telecom infrastructures”, (b) “DEFINITION, IMPLEMENTATION and management of ICT architecture. ... DEFINITION and management of ICT standard, procedures and guidelines... IMPLEMENTATION of advanced architecture for enterprise resource planning SOLUTION ... Testing, inspection and quality assurance during DEPLOYMENT”. Reading the above-excerpt of the CS3 in CONJUNCTION with Part A of the Tender Specifications, the inescapable conclusion is that – in	14/09/2018 The Case Study 3 is purely done for evaluation and doesn't reflect the reality in the EP's Environment. Your proposed solution will be evaluated based on criteria listed in CS3. This remark can't justify an extension to the deadline.

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				<p>inescapable conclusion is that – in so far the part of the Q&A #251 “implementation of the solution” is concerned – the inclusion of “implementation of the solution” in the CS3 scope RUNS CONTRARY to the Tender Specifications.</p> <p>(III) Because this is an ESSENTIAL MODIFICATION of the CS3 that the Contracting Authority effected through a Q&A clarification released 10 calendar days prior to the submission deadline, it follows therefore the part of Q&A #251 “implementation of the solution” is not conformant with the Financial Regulation No 996/2012 (as amended), the Commission Regulation No 1268/2012 (as amended), and the case law of the Court of Justice.</p> <p>(IV) In conclusion, and having regard to the above extensive analysis, please clarify whether the Contracting Authority will: (a) amend as necessary c #251, or (b) having due regard to the EU law extend the Lot 7 submission deadline as the Authority sees fit.</p>	

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#	Submission date	Publication date	Question subject	Question	Answer
32 5	12/09/2018 20:32	14/09/2018 12:06	Analyst Profile - Lot3	With regards to the Analyst profile in Lot 3, could you please define how many years of experience the proposed candidate should have in the areas listed in the professional experience field? For example, what is the minimum level of experience that a Senior level Analyst should have in COBIT framework? Moreover, we understand that ITIL is also considered as an IT governance and management framework. Could you please confirm our understanding is correct or otherwise clarify?	14/09/2018 Regarding the experience, the set of CVs must demonstrate that the tenderer is able to address the technical areas covered by the concerned lot (i.e. the domain of the concerned lot). In other words, the set of CVs must cover the technical areas listed in a lot as widely as possible (i.e. in the best possible way without any significant gap) and not mandatorily up to 100 %. Regarding ITIL, your understanding is correct, ITIL is also considered as an IT governance and management framework.
32 6	16/09/2018 14:18	17/09/2018 07:56	All Lots - Deepending on a sub-contractor for selection criteria	Dear Sir or Madam, In the situation where one company depends on the references of a (sister) company so as to pass the selection criteria - and so involves them as a sub-contractor, but at the same time it is expect to not need this sub-contractor during service delivery, is it acceptable to declare the participation of this sub-contractors as 0% in the exclusion criteria documents?	17/09/2018 As stated in the invitation letter, no response will be given to any request for additional information received less than six working days before the closing date for submission of tenders.

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327	18/09/2018 11:21	18/09/2018 15:03	LOT 8: External Provision of IT Services	We would like to know if it would be possible for us, as an Austrian Company, to take part in the tender, concerning Lot 8, as we operate from outside of Ireland? As it is stated that you require the tenderers to work alongside your Team?	18/09/2018 As stated in the invitation letter, no response will be given to any request for additional information received less than six working days before the closing date for submission of tenders.

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