

## Call for tenders' details

Title: Provision of IT consultancy services to the European Environment Agency (EEA) in the areas of advanced infrastructure operations and Microsoft infrastructure first level support (2 lots)

Start date: 17/10/2018

Time limit for receipt of tenders: 16/11/2018

Contracting authority: European Environment Agency (EEA)

Status: Closed

## Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	17/10/2018 10:35	17/10/2018 14:21	Requests of Services under the framework contract.	According to Tender Specifications and Draft Contract, could you please specify what would be estimated period of time for the performance under specific requests for services?	<b>17/10/2018</b> In general, the period for performance of services under a specific contract is 12 months but it may differ depending on the needs of the EEA.

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
2	18/10/2018 10:34	19/10/2018 15:49	Environmental Policy	Tender Specifications, Point 2.2.2.3. c) -Technical and professional capacity: Please specify whether the EEA require holding the environmental management system certification, eg. ISO 14001 by the contractor?	<p><b>19/10/2018</b> Point c) under section 2.2.2.3. Technical and professional capacity is requiring that tenderers provide a description of their application of quality control measures, and proof of any certification they may have in the area of quality control.</p> <p>The environmental management system certification, eg. ISO 14001 that you are mentioning could be a supporting document for the requirement under point d), section 2.2.2.3. Technical and professional capacity, that reads: "Tenderers shall provide a description of their environmental policy specifying the status of implementation. In the event of a joint offer submitted by a consortium, each member of the consortium shall provide the requested description."</p>
3	24/10/2018 10:52	25/10/2018 09:39	In ANNEX I – TENDER SPECIFICATIONS, pg. 14, it is stated: "Describe a security setup for intrusion prevention and detection that is robust and easy to manage and at the same time is taking the budget implications into account"	Would it be possible to give a hint on the relative weights of the three stated analysis factors (robustness, management ease, budget) ?	<p><b>25/10/2018</b> There is no weighting as such but the order of importance would be budget, robustness and management ease.</p>

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4	24/10/2018 12:10	25/10/2018 10:12	Language	Would it be possible to answer contract nbr 2 in Danish ?	<b>25/10/2018</b> As stated in the Invitation to tender, economic operators interested in these contracts are invited to submit a tender in one of the official languages of the European Union, preferably in English (supporting evidence does not need to be translated). Please note that in the last paragraph of section 1.3 - Tender specifications, it is stated that for the delivery of services, all communication with the EEA will be in English, which is the working language at the EEA. All services and deliverables must be provided in English.

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5	31/10/2018 10:10	31/10/2018 14:20	2.2.2.3. Technical and professional capacity	With the exception of the Contract Manager, there is no stated minimum requirement for a level of English. As this is an intra-murals contract could you please confirm that this is correct.	<b>31/10/2018</b> As stated in the last paragraph of section 1.3 - Description of the services and mandatory requirements, of the Tender specifications, all communication with the EEA will be in English, which is the working language at the EEA and all services and deliverables must be provided in English. As stated in section 1.4 - Place of performance, work will be carried out at the contractor's premises (extramural) or at the premises of the EEA in Copenhagen (intramural) depending on the requirements of the specific contract. Therefore, it is expected that all consultants involved in providing the services demonstrate a good level of English.

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#	Submission date	Publication date	Question subject	Question	Answer
6	02/11/2018 13:37	08/11/2018 10:40	LOT 2:	Will the information provided in annex 7 be used for scoring(points) or is the requirements described on page 12 annex 1, to be filled out in annex 7, to be considered as minimum requirements	<b>08/11/2018</b> The information listed under section 2.2.2.3 of the tender specifications is to be understood as the minimum requirements, which tenderers need to meet in order to pass this selection criterion. For the purpose of demonstrating their technical and professional experience, tenderers shall provide not only the CVs of the consultants responsible for providing the service (and of the managerial staff) but also summarise their experience in a cross table (i.e. annex 7). The assessment of that information does not lead to the allocation of points, but instead a 'pass' or 'fail' decision: either the tenderer possesses the required technical and professional experience to provide the requested services and (provided he fulfils the other exclusion and selection criteria) moves then to the next stage of the evaluation process (i.e. the assessment of the tender against the award criteria), or the tenderer does not have the required experience and his tender will then be rejected from the award process.

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7	02/11/2018 13:37	08/11/2018 10:42	LOT 2:	Should the supplier include CV's in LOT 2 or is it sufficient to fill out annex 7	<b>08/11/2018</b> Tenderers are required to provide both CVs and the information to be filled out in annex 7.
8	02/11/2018 13:37	08/11/2018 10:43	LOT: 2	Should the supplier include a CV for the manager (2.2.2.3 (a))	<b>08/11/2018</b> Yes, tenderers shall provide at least one CV for managerial staff, documenting a minimum of five years relevant professional experience as contract manager, including language skills in English.
9	02/11/2018 13:38	08/11/2018 10:43	LOT 2:	In order for ud to find the right profiles/CV's will EEA elaborate if the consultants offered should be used for second/third support or first level support	<b>08/11/2018</b> The support will primarily be first level support, but the consultant(s) should be qualified to be able to work independently in the remit of the Microsoft infrastructure first level support.
10	02/11/2018 13:38	08/11/2018 10:44	LOT 2:	Will EEA provide a template for the the six questions asked from page 14 and forward in annex 1 or should the bidder include the description in a Word document.	<b>08/11/2018</b> No template will be provided by the EEA. Tenderers are free to choose how they want to provide the information in their technical offer which should be uploaded in the e-Submission platform in the 'Tender Data' section, 'Technical tender' tab (see Annex 8 to the tender specifications).

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#	Submission date	Publication date	Question subject	Question	Answer
11	02/11/2018 13:39	08/11/2018 10:45	LOT 2:	In Annex 1 section 2.2.3 Award Criteria under Lot2 (Microsoft Infrastructure first level support) - will EEA confirm that the MS Office 365 referred to actually is MS Office 365 Pro Plus? Further more we would like you to state that EEA is licensed with minimum Office 365 E3 or seperate Office 365 Pro Plus SKU.	<b>08/11/2018</b> EEA is licensed to use Office 365 Pro Plus via an inter-institutional license agreement with Microsoft. The software is deployed via on premise tools.
12	02/11/2018 13:39	08/11/2018 10:46	LOT 2:	In section 2.2.2.3(a) in annex 1, EEA requires that the supplier includes Managerial staff (for all lots): minimum 1 CV Will this CV be used for Scoring (points)	<b>08/11/2018</b> No, the assessment of the information provided to demonstrate the technical and professional experience will not lead to the allocation of points, but instead a 'pass' or 'fail' decision. In the case the tenderer 'pass' that selection criterion and provided he fulfils the other selection criteria (i.e. legal, financial and other operational capacity), he will then move to the next stage involving the evaluation of the tender against the award criteria which alone leads to scoring. Should the tenderer 'fail' that selection criterion, then his tender will be rejected at that stage of the contract award process.

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13	02/11/2018 13:39	08/11/2018 10:47	LOT 2:	Will EEA describe how the requirements stated in 2.2.2.3 (a,b,c,d) will be validated. Should the supplier describe the capabilities or will the CV's provide evidence	<b>08/11/2018</b> The requirements specified under section 2.2.2.3 of the tender specifications for the demonstration of the tenderer technical and professional capacity will be assessed by reference to the evidence to be provided by the tenderers as listed in that same section, which is for point (a) sufficient level of manpower with suitable qualifications and experience, the provision of CVs for managerial staff, CVs for the staff responsible for the provision of the services, and the information to be filled out in Annex 7 (overview of professional and technical experience).
14	08/11/2018 16:00	08/11/2018 16:08	Electronic signatures and paper submission	As indicated in the Invitation to tender, whenever the tender report and the Declaration on honour are signed by hand, we must send them by letter after submitting our tender via the electronic submission system. We understand that if such documents are signed applying an advanced electronic signature, we must not send them in paper by letter. Can you please confirm?	<b>08/11/2018</b> Your understanding is correct. As long as the documents are signed using an advanced electronic signature based on a qualified certificate, by an authorised representative of the signatory, they do not have to be submitted in original, be letter.