

Call for tenders' details

Title: Provision of External Services for Conception, Development, Implementation, Maintenance Support, Training and Other Related Services in the Field of "Alfresco Digital Business Platform" (DBP)

Start date: 09/11/2018

Time limit for receipt of tenders: 18/01/2019

Contracting authority: Council of the European Union

Status: Closed

Call for tenders question list

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#	Submission date	Publication date	Question subject	Question	Answer
1	27/11/2018 14:46	29/11/2018 11:40	technical evaluation questionnaire	<p>Regarding "Technical evaluation questionnaire". Do we have to: (1) answer the questions inside the squares of the questionnaire, and therefore, prepare a unique document within all the questions or (2) can we use our own individual template (taking into account the maximum number of words per question) for each question? In this case, we will reference the document in the squares of the technical evaluation questionnaire.</p>	<p>29/11/2018 After having answered by Yes/No, you can use your own template and reference each question in the relevant square provided by the "Compliance Matrix" .</p> <p>03/12/2018 Dear Tenderers, This question was inadvertently replied to on the basis of another call for tender. Please ignore the reply. We will shortly provide the correct answer to the question and sincerely apologize for this unfortunate error. Best regards.</p> <p>07/12/2018 (1) The replies shall be provided in the dedicated fields of the form, and only one single form shall be submitted. (2) You may not use your own form or template.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
2	27/11/2018 14:53	29/11/2018 11:42	Annex 6 References	<p>Regarding the Annex 6, page 4, requirement 2 "the referenced contract should cover at least 200 man-days", however in the Tender specifications document, page 10, technical ability, "the projects should sum up a total of 2000 person days". Kindly clarify the number of person days.</p>	<p>29/11/2018 Annex 6 is the financial model ! Please mention the name of the document which is in the front page of the document.</p> <p>03/12/2018 Dear Tenderers, This question was inadvertently replied to on the basis of another call for tender. Please ignore the reply. We will shortly provide the correct answer to the question and sincerely apologize for this unfortunate error. Best regards.</p> <p>07/12/2018 Every single contract/project reference shall have a volume of at least 200 man-days, and all contract/project references together shall sum up to a total of at least 2.000 man-days. References to contracts/projects with less than 200 man-days will be ignored in the tender evaluation.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
3	27/11/2018 15:21	29/11/2018 11:43	Annex 6 References	<p>Regarding tender specifications document, page 10, technical ability, requirement 2, "a list of the main project and services of an equivalent nature [...]" our understanding is that the Secretariat expects from tenderers: 1) AT SUBMISSION DEADLINE: At least 3 references (or more if needed) covering the 17 requirements listed in annex 6 "contract references compliance checklist". 2) UPON REQUEST: For 3 of the main contracts (references included at submission deadline), certificates issued by the clients.</p>	<p>29/11/2018 Please be more specific. We do not know to which document you are referring to. Please name the document you are referring to with the correct name of the document as stated in the front page. The tendering specification document in its page 10 refers to the procurement procedure.</p> <p>03/12/2018 Dear Tenderers, This question was inadvertently replied to on the basis of another call for tender. Please ignore the reply. We will shortly provide the correct answer to the question and sincerely apologize for this unfortunate error. Best regards.</p> <p>07/12/2018 The certificates must be included in the tender. The "Tender Specifications" document, p. 10/11, state clearly: "Insufficient information or the absence of certain documents may lead to the tender to be rejected".</p>

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#	Submission date	Publication date	Question subject	Question	Answer
4	27/11/2018 15:22	29/11/2018 11:45	Annex 6 References	Regarding tender specifications document, page 10, technical ability, requirement 2, when the Secretariat states “a list of the main project and services of an equivalent nature [...]” our understanding is that the Secretariat is referring to Annex 6 “contract references compliance checklist”. Therefore, the list to be submitted is Annex 6 and no additional list or documents need to be submitted.	<p>29/11/2018 Please be more specific. We do not know to which document you are referring to. Please name the document you are referring to with the correct name of the document as stated in the front page.</p> <p>03/12/2018 Dear Tenderers, This question was inadvertently replied to on the basis of another call for tender. Please ignore the reply. We will shortly provide the correct answer to the question and sincerely apologize for this unfortunate error. Best regards.</p> <p>07/12/2018 The single "list of the main projects or services of an equivalent nature" to be submitted shall be a list of pages 4-6 of document "Annex 6 - Selection Templates", with one instance of these 3 pages for each contract/project reference, stating all the information requested in section IV.3.(ii).2. of the "Tender Specifications" document, if possible on the form itself, or otherwise as separate annexes (e.g. the certificates).</p>

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#	Submission date	Publication date	Question subject	Question	Answer
5	27/11/2018 15:30	29/11/2018 11:45	CVs	Regarding tender specifications document, page 11, our understanding is that we can include the same CVs to cover requirement 5 and 6. Could you please confirm our understanding is correct?	<p>29/11/2018 Please be more specific. We do not know to which document you are referring to. Please name the document you are referring to with the correct name of the document as stated in the front page. The tendering specification document in its page 11 refers to the pricing methodology.</p> <p>06/12/2018 Dear Tenderers, This question was inadvertently replied to on the basis of another call for tender. Please ignore the reply. We will shortly provide the correct answer to the question and sincerely apologize for this unfortunate error. Best regards.</p> <p>07/12/2018 We confirm that the same CVs can be presented to cover points 5 and 6, as described on p. 11 of the "Tender Specifications" document. Point 5 defines the quality of the offered CV/profile, whilst point 6 defines the capacity for delivering the requested profiles.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
6	07/12/2018 13:22	07/12/2018 14:07	submission deadline	Due to the delay and the inadvertently replied questions, would be possible to apply any extension of the submission deadline, in order to be able to prepare a valuable tender offer. An extension of two(2) to three(3) weeks would be greatly appreciated.	<p>07/12/2018 Dear Tenderers, we intend to extend the submission deadline from 20/12/2018 to 18/01/2019 and expect publication of the respective corrigendum in the Official Journal by 11/12/2018. Please note that the new submission deadline becomes effective only after publication of this corrigendum in the Official Journal.</p> <p>13/12/2018 The submission deadline has been extended to 18/1/2019, 16:00 h local time.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
7	29/11/2018 12:09	07/12/2018 16:57	Reply to Question 2 EN-UCA 18-017 Annex 6 - Selection templates_08.11.2018	Regarding the file EN-UCA 18-017 Annex 6 - Selection templates_08.11.2018 , page 4 "Contract references – compliance checklist", requirement 2 "the referenced contract should cover at least 200 man-days", however in the file "EN-UCA 18-017 Tender Specifications_08.11.2018 ", page 10, (ii)technical ability, "the projects should sum up a total of 2000 person days". Kindly clarify the number of person days	07/12/2018 (1) Please read "31/06/1" on p. 3 and "31/06/18" on p. 4 of document "Annex 6 - Selection Templates" as "30/06/2018". (2) We will accept references to contracts/projects going beyond 30/06/2018 provided they fulfill the minimum duration requirement of 6 months by 30/06/2018, i.e. if they started at the latest on 1/1/2018. 13/12/2018 Every single contract/project reference shall have a volume of at least 200 man-days, and all contract/project references together shall sum up to a total of at least 2.000 man-days. References to contracts/projects with less than 200 man-days will be ignored in the tender evaluation.
8	29/11/2018 12:12	10/12/2018 16:34	Reply to question 2	Please note that Annex 6 "EN-UCA 18-017 Annex 6 - Selection templates_08.11.2018" is the Selection template and Annex 8 "EN-UCA 18-017 Annex 8 - Financial Form F1_08.11.2018" is the financial form, kindly confirm.	10/12/2018 We confirm that Annex 6 is the Selection template and Annex 8 is the financial form.

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#	Submission date	Publication date	Question subject	Question	Answer
9	29/11/2018 15:20	10/12/2018 16:47	References "EN-UCA 18-017 Annex 6 - Selection templates_08.11.2018";	Regarding file "EN-UCA 18-017 Annex 6 - Selection templates_08.11.2018", page 4, "Contract references – compliance checklist", requirement 3 "Each referenced contract was performed during a minimum period of 6 months during the period from 01/01/2016 to 31/06/201", our understanding is that we can also submit projects that are still on-going as long as they have a duration of 6 months. Could you please confirm our understanding is correct?	10/12/2018 We will accept references to contracts/projects which started before 1/1/2016 and/or which did not finish by 30/6/2018, provided they fulfill the minimum duration requirement of 6 months in the period from 1/1/2016 to 30/6/2018.

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#	Submission date	Publication date	Question subject	Question	Answer
10	05/12/2018 11:58	10/12/2018 16:49	Turnover statement	With reference to Tender Specifications, section 3.b.i) Economic and financial ability, “The Tenderer must provide a statement of overall turnover and turnover for Alfresco related consulting services (conception, support, implementation, development, maintenance and training) for the previous 2 financial years available...”. In Annex VI. Selection Templates, “Statement of Turnover” there is only one field to complete the overall turnover while there is no field for the Tenderers to indicate the turnover for Alfresco related consulting services. Could you please amend the Statement of Turnover accordingly and provide us with an updated version including both requested fields?	10/12/2018 Annex 6 (Selection template) has been updated. Please refer to the latest version.

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#	Submission date	Publication date	Question subject	Question	Answer
11	05/12/2018 11:59	10/12/2018 16:54	Selection criteria	Tender Specifications, section 3. Selection criteria, (ii) Technical ability, point 1 “Documents certifying professional standing and technical capability and possession of relevant professional experience of at least two years for the delivery of the type of supplies required/ provision of the type of services required.” Our understanding is that we should provide here a summary of the relevant services/ projects that we have carried out during the last 2 years, an overview of the relevant skills/ qualifications of our experts, the certifications as well as any relevant agreements and alliances with third parties that we may have. Each of these topics will be then further elaborated on points 2.-6. Accordingly. Could you please confirm our understanding or clarify further?	10/12/2018 Your understanding is correct. A summary of the relevant services/projects that have been carried out during the last 2 years, an overview of the relevant skills/qualifications of your experts, the certifications as well as any relevant agreements and alliances with third parties that your company may have shall be provided. Each of these topics shall then be further elaborated under points 2.-6.

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#	Submission date	Publication date	Question subject	Question	Answer
12	05/12/2018 12:00	10/12/2018 17:13	CVs	Tender Specifications, section 3. Selection criteria, (ii) technical ability, point 6. "Two CVs of Consultants employed by the Tenderer for each of the following profiles..." Our understanding is that Tenderers are allowed to use CVs of freelancers in any of the requested profiles. In this case, a letter of intent per freelancer should be annexed to his/her CV. Could you please confirm our understanding or provide further clarifications?	<p>10/12/2018 Your understanding is correct. Any CVs of consultants employed by the Tenderer either directly or contracted as freelancers will be accepted.</p> <p>13/12/2018 Your understanding is correct. You are entitled to form consortia and/or to subcontract (e.g. a freelancer), and the selection criteria is evaluated on the consortium/subcontractors as a whole (p. 7 of the tendering specifications document). By consequence, you can present the CV of a freelancer - your subcontractor on which you rely in order to fulfil the selection criteria.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
13	05/12/2018 12:01	10/12/2018 17:27	Service Profile Sheets	<p>Tender Specifications, section 3. Selection criteria, a) General Information, "At any time during the procedure, the contracting authority may request the evidence listed below under point 3.b) to demonstrate compliance with the selection criteria. Tenderers must provide this evidence within 14 calendar days of the contracting authority's request." In addition, in section (ii) technical ability, point 6. "A CV in format "Europass" shall be provided for each of the above persons. Each CV shall be accompanied with the corresponding Service Profile Sheet (Annex 9)." While in "VII. CONTENT OF TENDER,</p> <p>Technical Offer: 6. Completed questionnaires: "Selection template" Annex 6 "Technical evaluation questionnaire" Annex 7 "Service profile sheet" Annex 9 "Minimum requirements" Annex 12 Our understanding is that all evidence required under section "b) Conditions for participation" of the Tender Specifications regarding economic & financial ability as well as technical ability and thus including "Selection template "</p>	<p>10/12/2018 All documents listed in the Tender Specifications have to be included in the tender to be submitted. The Contracting Authority is entitled to request FURTHER evidence to establish compliance with the selection criteria.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				including "Selection template " Annex 6 and "Service Profile sheet" Annex 9 (among others) should be provided upon contracting authority's request and not at this tendering stage. Could you please confirm our understanding or further clarify?	
14	05/12/2018 12:02	10/12/2018 17:50	Invitation to Tender	According to the Invitation to Tender, page 4 of 7, "the original of the technical offer, the original of the financial offer and the administrative information must be dated and signed by the tenderer's duly authorised representative. To our understanding, the documents that need to be signed by a duly authorized representative are the financial offer and the official documents of the administrative part, i.e. Cover Letter, Legal Entity From, Financial Identification Form, etc. Please confirm that our understanding is correct or further clarify.	10/12/2018 As stated in the Invitation to Tender, the documents to be signed by the duly authorised representative of the tenderer are: (a) the original of the technical offer (in the form of signed cover letter of the technical offer), (b) the original of the financial offer, and (c) the administrative information (cover letter, Declaration on honour, Legal Entity form, Financial identification form, etc.).

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#	Submission date	Publication date	Question subject	Question	Answer
15	05/12/2018 12:04	10/12/2018 17:52	Invitation to Tender- tender structure	<p>Invitation to tender, I., 1. Composition of Tenders, "Tenders must be presented as follows: a) Administrative part, b) Technical offer, c) Financial offer.". With reference to Tender Specifications, section VII. CONTENT OF TENDER, page 16, a proposed tender is expected to consist of 4 sections, i.e. "Administrative Information", "Exclusion and selection criteria", "Technical Offer" and "Financial Offer". a) We understand that the "Administrative Information" and "Exclusion and selection criteria" sections should both be included under the "Administrative Part" of the offer as explained in the Invitation to Tender and sealed together in the same envelope. Could you please confirm our understanding or provide further clarifications? b) If our understanding in point a) is correct, we further understand that only 1 original should be submitted on paper for the Administrative Part (thus including the exclusion and selection criteria) as described in page 5 of the Invitation to Tender. Could you please confirm or else clarify?</p>	<p>10/12/2018 Your understanding for points a) and b) is correct.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				you please confirm or else clarify?	
16	05/12/2018 12:05	10/12/2018 17:56	Service Profiles - Trainings	With reference to Annex I. Technical Specifications for the Service Profiles, section Quality specification, it is required for some profiles to demonstrate trainings on the area of expertise. We understand that internal trainings carried out by our corporate Training Centre and which refer to the subject matter expertise are acceptable. Furthermore, trainings provided by external parties certified or having proven expertise in Alfresco technologies (or the other areas required) are also acceptable. Could you please confirm our understanding or else further clarify?	10/12/2018 Your understanding is correct. Official internal trainings and external trainings are both acceptable.

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#	Submission date	Publication date	Question subject	Question	Answer
17	05/12/2018 12:07	10/12/2018 18:07	References	<p>With reference to Tender Specifications, 3.b), (ii), page 10 of 16, "A list of the main projects and services of an equivalent nature and of total volume of 2000 person days, carried out during the last two years" should be provided. a) Our understanding is that relevant projects that started during the last 2 years and are still ongoing are accepted. Could you please confirm our understanding? b) In addition, our understanding is that relevant projects that started before the last 2 years and either ended during the last 2 years or are still ongoing are accepted. Could you please confirm our understanding?</p>	<p>10/12/2018 We will accept ongoing projects as long as they fulfill the minimum duration requirement of 6 months by 30/6/2018 (i.e. the latest start date of this project must be on 1/1/2018). In addition, projects that started before the reference period of 1/1/2016 (see Annex 6 - Selection Template) and ended during the reference period of 1/1/2016 to 30/6/2018 will be accepted in case the duration that falls in the timespan of 1/1/2016 to 30/6/2018 is at least 6 months.</p> <p>18/12/2018 Please ignore the answer above and see the reply to question no 9 answered on 10/12/2018 instead.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
18	05/12/2018 12:02	11/12/2018 16:08	Annex I – Technical Specifications for the Service Profiles	Reference is made to the Annex I- Technical Specifications for the Service Profiles, section: “Quality specification” and to the additional skills that must be provided for the different profiles requested. We noticed that several skills (methodologies, techniques, skills, etc.) are requested with expected quality of service indicated as “Basic”, “Excellent”, ...etc. Is there any relevance with minimum years of relevant experience per level of quality of service indicated?	11/12/2018 For a given profile, you are right to assume that the expected quality of the profile skills is related to the years of relevant speciality experience. For example a confirmed back-end developer would need more than one year of knowledge of Agile methodology.

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#	Submission date	Publication date	Question subject	Question	Answer
19	05/12/2018 12:07	11/12/2018 16:14	Number of Copies and Format	In relation to the Invitation to Tender, page 4, Part II "Submission of Tenders", Section 1, "Number of copies and format" we understand that the financial offer, the technical offer and the administrative information must be submitted in separate sealed envelopes and labelled 'Technical offer'/'Financial offer'/'Administrative Information'. These three envelopes must be placed together in another sealed envelope labelled as indicated in the relevant box of the same page of the Invitation to Tender. Could you please confirm that our understanding is correct?	11/12/2018 We confirm that your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
20	05/12/2018 12:09	11/12/2018 16:18	DoH- breakdown per company	<p>Tender Specifications, section 4. Subcontracting, page 7 of 16, "The selection criteria will be applied to the tenderer/ subcontractor(s) as a whole. Subcontractors that do not meet any of the selection criteria must indicate 'NO' in the corresponding box in the declaration on exclusion/ selection (see point IV.3.a)." In addition, in section 3.a), "In case of joint offers/ subcontractors, the selection criteria will be applied to the grouping/ consortium as a whole. The lead company must attach to the declaration on exclusion/ selection criteria a breakdown per company of how the selection criteria are fulfilled. This attachment, giving details of the financial/ economic/ technical capacities of the company or companies on which the tenderers relies to fulfil the selection criteria, must be dated and signed by the legal representatives of the company or companies in question. The contracting authority will carry out a consolidated assessment to verify compliance with the minimum capacity levels set</p>	<p>11/12/2018 We confirm that your understanding as described in points a) and b) is correct.</p>

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				<p>with the minimum capacity levels set out in the selection criteria.” a) Our understanding is that subcontractors that do meet some of the selection criteria (for example the economic and financial ability turnover, 1 relevant project reference plus some CVs covering point 6. of the technical ability) must indicate ‘YES’ in the corresponding box in the declaration on exclusion/ selection. Could you please confirm our understanding or clarify? b) In case a Schema is composed of a lead company and a subcontractor and capacities of both are used to cover the selection criteria, our understanding is that the “breakdown per company” required to be attached to the declaration on exclusion/ selection criteria should be signed solely by the legal representative of the lead company. Could you please confirm our understanding or provide further clarifications?</p>	

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#	Submission date	Publication date	Question subject	Question	Answer
21	05/12/2018 12:10	11/12/2018 18:09	Service Profiles – Solution Architecture	With reference to Annex I. Technical Specifications for the Service Profiles, Solution Architecture profile” a certification in “Alfresco Content and Process Services Engineer or similar” is mandatory for the Senior Profile. a) Could you please indicate which certifications can be considered by the Council as “similar” to the Alfresco Content and Process Services Engineer? b) Would “Alfresco Certified Developer” or “Alfresco Certified Administrator” considered as similar/ equivalent?	11/12/2018 a) Any certification related to Enterprise Content and/or Business Process engineering or developer shall be considered by the Council as to the Alfresco Content and Process Services Engineer. b) 'Alfresco Certified Developer' would be equivalent for developer profiles whilst 'Alfresco Certified Administrator' for the the administrator profile.
22	05/12/2018 12:12	13/12/2018 15:16	Service Profiles – Front End Development, Back-End Development	With reference to Annex I. Technical Specifications for the Service Profiles, “Front-End Development” and “Back-End Development”, “Alfresco Certification (ACS/APS) – Any” is required. Our understanding is that Tenderers should consider this as “Alfresco Certification (ACS/APS) or similar” and thus similar certifications will also be adequate to cover this requirement. Could you please confirm our understanding or provide further clarifications?	13/12/2018 Any certification related to Enterprise Content and/or Business Process developer can be accepted.

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#	Submission date	Publication date	Question subject	Question	Answer
23	05/12/2018 12:13	13/12/2018 15:18	Submission deadline	Considering the high workload of the preparation of the offer and some points of the tender specifications that are still unclear, could you please consider an extension of the submission deadline at least till the end of the second week of January?	13/12/2018 The submission deadline has been extended to 18/1/2019, 16:00 h local time.

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#	Submission date	Publication date	Question subject	Question	Answer
24	05/12/2018 15:35	13/12/2018 17:29	Regarding Annex II and Annex III referring to Time and Means (TM) and Fixed Price (FP) respectively, your specifications are at least confusing. Please kindly clarify/answer the following points	1. In Annex II (Time and Means) in section 7 (7.2) and (7.3) you mention things like Technical Annex, Technical Questionnaire and Financial Annex that should only apply to Fixed Price requests. 1.a) Can you please confirm that section 7 of Annex II is relevant to Time and Means, which we understand as provision of CVs and people? 2.b) If not can you please provide with a new version. In this case please can you provide with a deadline extension of at least 2 weeks (as the deadline almost coincides with the holidays)?	<p>13/12/2018 The services of contracts established according to section 7.1 of Annx II are paid on the basis of the number of days performed by the consultants (see Step 10 on p. 18), whilst the services of contracts established according to sections 7.2 and 7.3 are paid on the basis of the deliverables provided/work done (see Step 10 on p. 22). In both cases the contractor delivers CVs and people, but in the second case he is in addition responsible to produce the defined results within the time/volume estimates indicated in his offer.</p> <p>13/12/2018 The services of contracts established according to section 7.1 of Annex II are paid on the basis of the number of days performed by the consultants (see Step 10 on p. 18), whilst the services of contracts established according to sections 7.2 and 7.3 are paid on the basis of the deliverables provided/work done (see Step 10 on p. 22). In both cases the contractor delivers CVs and people, but in the second case he is in addition responsible to produce the defined results within the time/volume estimates indicated in his offer. The submission deadline has been extended to 18/1/2019, 16:00 h local time.</p>

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					time.
25	12/12/2018 17:22	13/12/2018 18:26	EN-UCA 18-017 Annex 10 - Declaration on honour	Reagarding page 4, section VII- Selection criteria (5) (a), one of the possible answers hich are "YES", "NO", "N/A", (i.e.N/A) is marked in the template with an "X" and therefore there is no option to fill any of the remaining answers neither the one already marked same way as we have done with the other answers in the Declaration on honour. Could you confirm that this is correct or otherwise provide further clarification regarding this.	13/12/2018 You do not have to give a YES/NO answer here as the tender documents do not specify any selection criteria regards legal and regulatory capacity (cf. section IV.3 of the 'Administrative Part' of document 'Tender Specifications'). The legal and regulatory requirements which tenderers have to fulfil in order to participate in this tender procedure, are proven by presenting the documents requested in section II. of the 'Administrative Part' of the document 'Tender Specifications', namely the legal entity and financial identification forms etc.

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#	Submission date	Publication date	Question subject	Question	Answer
26	05/12/2018 12:11	13/12/2018 18:30	Service Profiles – Certificates	<p>In our team we have plethora of consultants fully matching the requirements of Solution Architecture, Front End Developer, Back End developer, and even exceeding in terms of years of professional experience and qualifications in the domain without though holding the indicated certificate. Furthermore, they are following an annual training programme in the area of Alfresco technology firmly proving their relevant capacity and expertise in the recent developments in the relevant technology area. To this end, could we consider as equivalent to the required certificates a specific number of years of experience on top of the experience required by the profile, as in the case of the University Degrees following the public procurement legislation? If the case, we could definitely commit that these consultants (and the consultants that will be involved in the actual delivery) would have sufficient time to pass the exams and hold the required certificates upon contract award in order to be in compliance with your procurement rules regarding the delivery of the services.</p>	<p>13/12/2018 Experience cannot substitute certificates. The certificates have to be included in the tender.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
27	06/12/2018 21:12	13/12/2018 18:42	Submission deadline	Provided the criticality of the CfT and the specialised expertise required for the proper offer preparation, could you please consider an extension of 2 weeks on the submission deadline? thank you in advance	13/12/2018 The submission deadline has been extended to 18/1/2019, 16:00 h local time.
28	06/12/2018 20:59	13/12/2018 18:44	Technical Evaluation Questionnaire, Question 4.4, it is mentioned that the response could be illustrated with examples and/or diagrams	To our understanding the examples and diagrams could be provided as annex to our response to question 4.4, without this part counts on the maximum size in terms of words. Could you please confirm our understanding?	13/12/2018 Graphical examples and diagrams do not count to the maximum size of the response.
29	06/12/2018 18:38	13/12/2018 18:46	Extension of Submission Deadline	Given the fact that you have not provided yet any responses to a series of clarifications requested, we kindly ask you to consider extending the deadline for submission of tenders for at least 3 weeks.	13/12/2018 The submission deadline has been extended to 18/1/2019, 16:00 h local time.

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#	Submission date	Publication date	Question subject	Question	Answer
30	06/12/2018 18:37	13/12/2018 18:53	Technical Ability	<p>With regards to the Technical Ability criteria described on page 11 of the Tender Specifications, the Tenderer shall submit “5. Detailed list of studies and professional qualifications (CV) of the persons responsible for the delivery of services”. Could you please clarify what types of documents should be provided under this criterion?</p>	<p>13/12/2018 In addition to the document 'Tender Specifications', please consult Annex 6 for the requirements of the acceptable contracts/projects. The referenced contracts/projects shall have been carried out in the period from 1/1/2016 to 30/6/2018 with a minimum duration of 6 months. We accept references to ongoing projects provided they fulfil the minimum duration requirement of 6 months by 30/6/2018 (i.e. they started at the latest on 1/1/2018).</p> <p>13/12/2018 Dear tenderers, please ignore the previous reply. The correct reply to this question will be provided soon. We apologize for this inconvenience.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
31	06/12/2018 18:36	13/12/2018 19:01	Technical Ability	With regards to the Technical Ability criteria described on page 10 of the Tender Specifications, the Tenderer shall submit “2. A list of the main projects and services of an equivalent nature and of total volume of 2000 person days , carried out during the last two years”. Could you please confirm our understanding that the projects contained in the list could be still on going and the total volume of 2000 person days shall have been consumed during the last 2 years (i.e. 2017 – 2018)?	13/12/2018 In addition to the document 'Tender Specifications', please consult Annex 6 for the requirements of the acceptable contracts/projects. The referenced contracts/projects shall have been carried out in the period from 1/1/2016 to 30/6/2018 with a minimum duration of 6 months. We accept references to ongoing projects provided they fulfil the minimum duration requirement of 6 months by 30/6/2018 (i.e. they started at the latest on 1/1/2018).

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#	Submission date	Publication date	Question subject	Question	Answer
32	29/11/2018 12:17	14/12/2018 13:41	Reply to question 3 "EN-UCA 18-017 Annex 6 - Selection templates_08.11.2018" and "EN-UCA 18-017 Tender Specifications_08.11.2018"	Regarding file "EN-UCA 18-017 Tender Specifications_08.11.2018", page 10, (ii)technical ability, requirement 2, "A list of the main project and services of an equivalent nature [...]" our understanding is that the Secretariat expects from tenderers: 1) AT SUBMISSION DEADLINE: At least 3 references (or more if needed) covering the 17 requirements listed in "contract references compliance checklist" of the file "EN-UCA 18-017 Annex 6 - Selection templates_08.11.2018 2)UPON REQUEST: For 3 of the main contracts (references included at submission deadline), certificates issued by the clients.	14/12/2018 Incomplete question; see reply to the completed question.
33	06/12/2018 18:35	14/12/2018 13:54	Financial Offer	With regards to the financial offer, shall the electronic copy contain "Annex 8 - Financial Form" both in Excel and PDF formats, or one signed PDF copy would suffice?	14/12/2018 For evaluation purposes, we would appreciate to receive both the EXCEL version and the (signed) copy in PDF.

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#	Submission date	Publication date	Question subject	Question	Answer
34	03/12/2018 17:44	14/12/2018 13:55	Regarding Answers N°1,2,3,4	Appreciate your prompt reply. Due to the delay in answering Tenderer's questions, we would like to request a possible extension to the deadline in order to be able to prepare a quality proposal. May we kindly request for a reasonable extension of the deadline of at least four weeks in relation to the current deadline?	14/12/2018 The submission deadline has been extended to 18/1/2019, 16:00 h local time.
35	05/12/2018 15:51	14/12/2018 14:18	Tender specifications and Annex IV - Time and Means SLA, section 41.2.2 (cascade option)	Assuming that indeed you choose 5 contractors for the cascade mechanism and NONE of them accepts your request. Does this mean that you will generate 15,000 EUR taking it from private companies? And suppose this happens 3-4 times? Is that normal? Is that legal? The same logical and professional question applies to Annex V, Fixed Price and the 5000 EUR penalty in refusal or unacceptable delay. Is this normal/legal?	14/12/2018 We foresaw mechanisms to prevent disproportionate penalties. The relevant text states "if a request is cascaded to the next contractor and the contractor has failed to submit an offer of the the previous two requests, then the contractor will need to pay...". In respect to fixed-price contracts, the SLA document states "In this case a penalty ... can be claimed ...", which should be read as "may be claimed". Framework Contracts define mutual rights and obligations, including in general the Contractor's obligation to serve every request. This Framework Contract explicitly specifies the possibility to decline a request. A penalty mechanism is therefore necessary to limit the number of declined requests.

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#	Submission date	Publication date	Question subject	Question	Answer
36	06/12/2018 18:36	14/12/2018 14:24	Technical Ability	With regards to the Technical Ability criteria described on page 10 of the Tender Specifications, the Tenderer shall submit "1. Documents certifying professional standing and technical capability and possession of relevant professional experience of at least two years for the delivery of the type of supplies required/provision of the type of services required". Could you please clarify what exactly should be provided in order for this criterion to be covered?	14/12/2018 We accept a proof of enrolment in a relevant professional or trade register for a period of at least two years.

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#	Submission date	Publication date	Question subject	Question	Answer
37	05/12/2018 16:03	14/12/2018 14:34	Annex III - Fixed Price and also Annex V - FP SLA	In Annex III you mention Phase-Out in section 11. In Annex V, you mention Phase-in in section 3.2. (1) Is there currently a contractor from which we will take-over? If yes, please provide with more information. (2) Why do you mention Phase-Out and NOT Phase-in in Annex III. (3) Does the SLA of Annex V apply to Phase-in period of maximum 6 months? If yes, please clarify how long will a (usual) grace period would apply for. (4) Where do you expect the Tenderers to described their Phase-In approach?	14/12/2018 Annex III section 11 specifies a (fixed price) project phase-out, whilst Annex V specifies a contract phase-out period for which the quality indicators will not be applied (grace period). (1) All of the services required for this call for tender are new ones. There is currently no Contractor from which a successful tenderer will take-over. (2) All fixed-price projects will be new or integration projects. I case of an existing system, adequate documentation will be provided. (3) During the phase-in period, the SLA will not be applied. This period may last up to 6 months. (4) No phase-in approach is required from the successful tenderers.
38	05/12/2018 16:14	14/12/2018 14:42	Tender Specifications - Section 3 Financial Evaluation	In the table you provide with the volume per year for normal working days. (1) What is the ration per year (say year 1, 3300) for FP and TM? (2) Is the table based on 8 working hours per working day? (3) How many people do you plan to need for 'on-call' services?	14/12/2018 (1) The ratio is not fixed for every year. Assume in average a 50/50 ratio. (2) As stated in Annex II section 6.4, as well as in Annex VI (Financial Offer form), a normal working day is indeed based on 8 working hours. (3) On call services are required for system administrator profiles. We estimate that in average 3-6 days per year will be requested for services in this profile.

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#	Submission date	Publication date	Question subject	Question	Answer
39	05/12/2018 16:18	14/12/2018 14:46	ANNEX II - On call 3.2.1 - On-call services and also 3.3	(1) what is the expected profile and level of experience for the on-call consultant? (2) You request for a PM profile to cover all aspects of the possible services. Can you please confirm that the PM will be managing your own projects? If not, do you expect the PM to manage our own TM resources like a Team Leader?	14/12/2018 (1) The system administrator profile. The level of experience will be either 'confirmed' or 'Senior'. (2) The PM profile on Times & Means services will mainly manage projects of the General Secretariat.
40	29/11/2018 12:23	18/12/2018 16:08	Reply to question 4	Regarding file "EN-UCA 18-017 Tender Specifications_08.11.2018" , page 10, (ii)technical ability, requirement 2, when the Secretariat states "a list of the main project and services of an equivalent nature [...]" our understanding is that the Secretariat is referring to "EN-UCA 18-017 Annex 6 - Selection templates_08.11.2018" page 4 "contract references compliance checklist". Therefore, the list to be submitted is "EN-UCA 18-017 Annex 6 - Selection templates_08.11.2018" and no additional list or documents need to be submitted.	18/12/2018 Duplicate question; answered already on 7/12/2018.

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#	Submission date	Publication date	Question subject	Question	Answer
41	29/11/2018 12:26	18/12/2018 16:10	Reply to question 5	Regarding file "EN-UCA 18-017 Tender Specifications_08.11.2018", page 11, our understanding is that we can include the same CVs to cover requirement under point 5 and point 6 inside section (ii) technical ability. Could you please confirm our understanding is correct?	18/12/2018 Duplicate question; answered already on 7/12/2018.
42	06/12/2018 18:34	18/12/2018 16:13	Number of Copies and Format	With reference to Section "II. Submission of Tenders/ 1.1 Number of copies and format", it is stated that The original of the technical offer, the original of the financial offer and the administrative information must be dated and signed by the tenderer's duly authorised representative. Our understanding regarding the technical and administrative offers is that a dated Cover Letter signed by the tenderer's duly authorised representative would suffice. Could you please confirm our understanding or otherwise clarify?	18/12/2018 duplicate question; has been answered already on 7/12/2018.

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#	Submission date	Publication date	Question subject	Question	Answer
43	06/12/2018 18:35	18/12/2018 16:15	Number of Copies and Format	<p>With reference to Section “II. Submission of Tenders/ 1.1 Number of copies and format”, our understanding is that the tender shall be submitted as follows: - Technical offer: one (1) original and two (2) copies, clearly identified as 'Original' and 'Copy' - Financial offer: one (1) original and two (2) copies, clearly identified as 'Original' and 'Copy' - Administrative information: original documents only</p> <p>All three sections shall be in separate envelopes and each original shall be accompanied by one electronic copy (e.g USB). The technical and the financial offer shall then be included in one sealed envelope.</p> <p>Therefore, the label provided on page 4/7 of the invitation to Tender shall be used two times (one for the administrative offer, placed in its separate envelope, and one for the technical and financial offers package). Could you please confirm our understanding or otherwise clarify?</p>	<p>18/12/2018 duplicate question; has been answered already on 7/12/2018.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
44	18/12/2018 16:48	19/12/2018 16:01	Freelancers	With reference to the answer to question #12, we understand that in case the tenderer intends to use CVs of freelancers to fulfil the technical ability selection criteria, at the tendering stage only a letter of intent, undertaking to collaborate with the tenderer in case of contract award, needs to be provided as annex to their CV and no further documentation is required to be submitted (Declaration on Honour, Legal Entity Form, etc...). Could you please confirm our understanding or clarify further?	19/12/2018 Your understanding is correct except that "... only a letter of intent ..." is not sufficient. Your freelancer is your subcontractor, and if you intend to rely on him in order to satisfy selection criteria, you have to present all the documents at the tendering stage which are mentioned in document "Tender specifications", Administrative Part, section 4, in particular and in addition to the letter of intent: the legal entity form, supporting evidence, the declaration concerning exclusion/selection criteria, etc.

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#	Submission date	Publication date	Question subject	Question	Answer
45	18/12/2018 17:02	21/12/2018 13:53	Time and Means (TM) and Fixed Price (FP) specific contracts	<p>Within the tender specifications there seems to be a confusion among TM and FP services, in particular in the context of the “reopening of competition” mode. Annex II-TM Service Requirements defines in section 5</p> <p>TM orders “as those orders which correspond to the order of a number of days for defined profiles. The Secretariat specifies the workload (e.g. person-days) and its specific needs for the requested profiles(s).” The SLA for the TM services is aligned with this definition, since the relevant quality indicators of the TM delivery process are CV/consultant related (not deliverable related). However, sections 7.2, 7.3 & 9.2 of Annex II (that refer to the reopening of competition) refer to a “technical annex/questionnaire and financial annex”, that “when replying to those requests, it will be up to the Contractors to define the appropriate team structure (profiles, levels, individual workloads) and the applicable rate per service profile.” and that “the acceptance is based on the conformity of the deliverables with the contractual</p>	<p>21/12/2018</p> <p>The "re-opening of competition" mechanism applies as well to the Times & Means as fixed price requests. Whether cascade or re-opening of competition is used to award a specific contract, depends on the subject matter of it. As stated in section 7 of Annex II (Times & Means Service Requirements) and in section II of the Tender specifications document, the re-opening of competition is applied to all specific contracts that concern new systems and capabilities that are not yet existing in the GSC. In these cases, a technical annex, a technical questionnaire and a financial annex will be provided by the Secretariat. See also the reply to question 24 which has been published on the eTendering website on 13/12/2018.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				<p>deliverables with the contractual conditions and specifications.” These references are contradictory with the general definition of the TM services and are more related to a “fixed price” specific contract as the latter is defined in section 5 of Annex III. What’s more, TM services are by definition provided at the Secretariat premises; thus, it makes sense that we are only responsible for the people provided and not for the deliverables that our people produce. Moreover, within the same sections (7.2, 7.3, 9.2) there exist some references to the “fixed price” contract mode (e.g. in p12/33 within the parenthesis of the Remark or p18/33 the title of section 9.2 reads “Roadmap for fixed price projects with re-opening of competition”). To our understanding the reopening of competition seems to be applicable only for FP orders, whereas the cascade mechanism can refer to both TM and FP orders. Could you please confirm or further clarify the mentioned points?</p>	

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#	Submission date	Publication date	Question subject	Question	Answer
46	20/12/2018 15:19	21/12/2018 14:03	Solution Architecture Profile Certification	<p>Reference is made to Annex I. Technical Specifications for the Service Profiles, "Solution Architecture" profile where Alfresco Content and Process Services Engineer or similar certification is required. An expert who is "Alfresco Certified Engineer (ACE)" has been certified for his/her ability to: i) Understand the Alfresco architecture and repository, ii) Understand, design and create content modules and custom object types and aspects, iii) Understand, define, customize and deploy advance workflows and task models iv) Understand how workflows interact with content, etc... We understand that a candidate who has been certified as an ACE, is eligible for the senior level of solution architecture service profile, since, according to Alfresco official exams' content, the ACE certification covers both Alfresco Content and Process Services.</p> <p>Please confirm that our understanding is correct.</p>	<p>21/12/2018 We confirm that your understanding is correct.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
47	20/12/2018 15:20	21/12/2018 14:06	Annex 9 – Service Profile Sheet	<p>There are several clerical errors in the Instructions for filling-in Annex 9 – Service Profile sheet. For example: 1)In the “field specific instructions for IT professional experience”, SAP related experience is mentioned. 2)In the “field specific instructions for special skills”, point (19), SAP trainings are mentioned. Also, in the same field, there is an explanation for point (21), but it does not exist in the form itself. 3)In the “Instruction for requirement verification”, SAP field experience is requested. In addition, the drop-down list in fields (1), (2) and (13) of the form are not functional. Could you please provide us an updated version of Annex 9 form?</p>	<p>21/12/2018 The typos in Annex 9 have been corrected (Alfresco instead of SAP) and the explanation of Point (21) has been removed. The drop down lists are functional by double-clicking. An update to Annex 9 is available. Please see the corrected files.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
48	20/12/2018 15:21	21/12/2018 14:07	Trainings	We understand that in case a front-end developer has leaded/conducted Alfresco training courses, as Alfresco trainer, related to the front-end developer profile (e.g. Angular or ADF or relevant software development method), he would fulfil the training requirement of the front-end development service profile, as long as the total duration of the trainings was more than 5 days during the last 2 years. Could you please confirm our understanding or clarify further?	21/12/2018 We confirm your understanding.
49	20/12/2018 11:42	21/12/2018 14:09	Annex 9	Number (21) is missing. Could you please confirm that Council does not expect anything here?	21/12/2018 Number (21) has been removed.
50	20/12/2018 11:49	21/12/2018 14:11	Annex 9	According to Annex 9 Profile sheets, section "optional annexes: professional certifications", our understanding is that we can anonymise the certificates since the CVs and the Annex 9 of the candidates submitted must be anonymous according to (4) of the same Annex 9. Could you please confirm our understanding is correct?	21/12/2018 We confirm that your understanding is correct, however, the original certificates should be available upon request.

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#	Submission date	Publication date	Question subject	Question	Answer
51	20/12/2018 13:31	21/12/2018 14:12	Annex 9	According to annex 9, section (B) Specialisation, "analysis and testing", there is a list of acronyms (ACS, APS, AGS). Nevertheless, Annex I, profile "analysis and testing" (page 9/19), section "specialisation", there is only the list of acronyms ECM and BPM. Could you please clarify which is the specialisation for "analysis and testing" since it seems to be a misunderstanding between annex 9 and annex 1?	21/12/2018 Annex 1 and Annex 9 have been updated accordingly to reflect the specialisations required.

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#	Submission date	Publication date	Question subject	Question	Answer
52	20/12/2018 13:35	21/12/2018 14:14	Annex 9	According to annex 9, section (B) Specialisation, "development", there is a list of acronyms (ADF, ACS, APS, AGS). Nevertheless, Annex I, profile "front end development" and "back end development" (page 11/19 and 13/19 respectively), section "specialisation", there is only the specialisation of Angular and ADF for the front end development and ECM and BPM for the back end development. Could you please clarify which is the specialisation for "front end and back end development" profiles since it seems to be a misunderstanding between annex 9 and annex 1?	21/12/2018 The Annex 1 and Annex 9 have been updated accordingly to reflect the specialisations required.

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#	Submission date	Publication date	Question subject	Question	Answer
53	19/12/2018 17:52	21/12/2018 14:15	Quality Indicator OP-1 (time and means)	Annex IV. Time and Means-Service Level Agreement, page 5/7, reads "If a request is cascaded to the next contractor and the contractor has failed to submit an offer for the previous two requests, then the contractor that failed to supply the required services will need to pay a penalty amounting to 3000€/each cascaded request. This is valid for any contractor in the cascade, if a request is cascaded until the 5th, all the first four ranked contractors will need to pay the penalty. After the initial period of 6 months, the penalty mentioned above will be applied for each individual request that does not lead to a signed specific contract." Could you please clarify whether a breach in this indicator is triggered when a contractor fails to answer three requests in a row or each time that a contractor fails to answer a single request independently of the results of previous requests?	21/12/2018 We confirm that a breach is triggered when a contractor fails to answer three requests in a row.
54	19/12/2018 17:52	21/12/2018 14:16	Technical Evaluation Questionnaire	Could you please confirm that all sub-questions of question 3 of the Technical Evaluation Questionnaire refer to a fixed price service?	21/12/2018 We confirm that all questions of section 3 refer to a fixed price service.

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#	Submission date	Publication date	Question subject	Question	Answer
55	19/12/2018 17:52	21/12/2018 14:18	Technical Evaluation Questionnaire	Invitation to tender on page 2/7 refers to the Technical Offer as "Technical evaluation questionnaire (FP)". Should we understand that all questions of the questionnaire shall be answered under the perspective of fixed price contracts/requests?	21/12/2018 The "(FP)" mentioned in the Invitation to Tender is a typo and will be corrected. In the Annex 7, sections 1 and 2 are for any service, while in sections 3 and 4 the type of service is defined (fixed price in both cases). Please see the corrected documents.
56	18/12/2018 16:50	21/12/2018 14:20	Relevance between years and expected quality of services	With reference to the answer to question #18, "For a given profile, you are right to assume that the expected quality of the profile skills is related to the years of relevant speciality experience". Could you please provide the precise relevance between years of experience and expected quality of service? In other words, how many years of experience would prove "Excellent", "Good" and "Basic" knowledge of the various skills requested in the Service profiles descriptions?	21/12/2018 The skill level for the quality criteria for the service profiles are relevant to the speciality experience in the quality specification section of each profile.

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#	Submission date	Publication date	Question subject	Question	Answer
57	21/12/2018 10:26	21/12/2018 14:26	Education of CVs	Our understanding is that a candidate holding 2 university degrees of 240 ECTS each can be considered as a candidate having successfully achieved a second university cycle according to the Bologna framework. Could you please confirm our understanding is correct?	21/12/2018 According to the Bologna framework the first cycle corresponds to 180-240 ECT credits and is equivalent of Bachelor degree. The second cycle is an equivalent of Master's level and is typically 90-120 ECT credits in addition to the 180-240 obtained during the first cycle. If someone has completed 2 university studies of 240 ECT credits each, it does not necessarily mean that thesecond cycle has been achieved. It can be that both studies led to the achievement of Bachelor's degree. To prove that someone has completed the second university cycle, one should have a diploma that states either that Master degree has been achieved or in case the achieved degree is not mentioned on it, it should be proven that the obtained diploma gives right to enroll for the 3rd cycle studies in the country where it has been obtained.

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#	Submission date	Publication date	Question subject	Question	Answer
58	20/12/2018 14:40	21/12/2018 15:01	Tender specifications page 11/16	According to tender specifications, page 11/16, there is a statement "the documents submitted must be recent i.e. less than 3 months old on publication of this notice". Our understanding is that this only applies to certain type of documents (e.g. trade register, legal entity) and not all of them due to legal reasons (e.g. powers of signature, etc.). Could you please confirm our understanding is correct?	21/12/2018 Your understanding is correct. All documents issued by government authorities must be recent. However, power of attorney/signature documents must be recent as well, or you must provide a recent confirmation that the (non-recent) power of attorney/signature document is still valid.

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#	Submission date	Publication date	Question subject	Question	Answer
59	21/12/2018 14:10	09/01/2019 13:18	Reply to question #18	<p>Based on the answer to Question #18, we noticed that for the back-end development profile - level confirmed - the candidate should demonstrate at least one year of experience in Agile. Nevertheless, taking into account the profile description of Annex 1 "service profiles", there is no requirement of the years of experience in Agile, just "good". Could Council provide more details on how tenderers should know if a candidate has "basic, good, excellent, outstanding" level of experience for a specific technology/methodology for all the profiles? Shall tenderers understand the following, based on the "overall IT experience" years requested in Annex 1 "service profiles"? - None: 0 years - Basic: at least 6 months - Good: at least 1 year - Excellent: at least 1 year and a half - Outstanding: at least 2 years</p>	<p>09/01/2019 The proposed years of experience is an acceptable match to the service requirements experience levels.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
60	21/12/2018 13:50	09/01/2019 13:20	Annex 9	Our understanding is that we should read Alfresco instead of SAP where the word SAP appears in Annex 9 since this should be a clerical mistake. Could you please confirm our understanding is correct?	09/01/2019 The typos in Annex 9 have been corrected (Alfresco instead of SAP). An update to Annex 9 is available since 21/12/2018.
61	27/12/2018 10:40	09/01/2019 13:23	Annex 9	In section (9) subcontractor, if a tenderer is submitting a CV from a subcontractor but the candidate is Subcontractor's employee, our understanding is that this cell should be filled in with the item "no". Could you please confirm our understanding is correct?	09/01/2019 The question seems to be about field (7) and not (9). If the candidate is a subcontractor's employee, the reply must be YES in field (7).
62	27/12/2018 11:55	09/01/2019 13:24	back end development profile	We understand that in case a back-end developer has leaded/conducted Alfresco training courses, as Alfresco trainer, related to content modelling, system administration or API, he would fulfil the training and certification requirement of the back-end development service profile, as long as the total duration of the trainings was more than 5 days during the last 2 years. Could you please confirm our understanding or clarify further?	09/01/2019 If a candidate has leaded/conducted Alfresco training course(s), the training requirement will be fulfilled but not the certification requirement.

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#	Submission date	Publication date	Question subject	Question	Answer
63	28/12/2018 09:36	09/01/2019 13:25	Contract references	<p>It seems there is an incoherence between the contract references - compliance checklist and the contract reference template in Annex VI Selection Templates. In particular, in the contract reference template, section a) the following items appear: "automated software testing tool", "ITIL or equivalent" and "ISO Security standard or equivalent (e.g. ISO 27000 series)". These items do not appear in the contract reference - compliance checklist. Could you please amend the contract reference template or otherwise please clarify?</p>	<p>09/01/2019 The following items: "automated software testing tool", "ITIL or equivalent" and "ISO Security standard or equivalent (e.g. ISO 27000 series)" have been removed from the contract reference template.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
64	03/01/2019 10:26	09/01/2019 13:34	Annex II - TM service requirements	<p>(1) Can you please confirm that TM does not only cover on-call services?</p> <p>(2) Is the Secretariat proposing a specific issue management tool that our consultants have to use in relation to the activities of section 3.2.1? (3) In section 5 you state that the initial request will concern 220 days per year. What will this request cover and which services? Does it only concern on-call support? (4) Can you confirm that a Contractor can only reply for some of the profiles in the request according to bullet (e) of section 5? (5) In bullet (j) of section 5, you state that a duly signed Consultant's declaration will need to be submitted with our offer but in the details you mention information only relevant to freelancers (VAT etc). Does this form also apply to our employees? (6) In bullet (o) you mention that if no handover is possible at least 15 days... It is not clear how many days of the 15 will be free of charge? The statement "the days free of charge will be the first working days of the replacement".... is not specific. (7) In section 6.1. you state "at least English". What does that</p>	<p>09/01/2019</p> <p>(1) We confirm the TM services cover normal services as well as a small percentage of on-call services. (2) The Secretariat will provide a configured laptop and the security equipment for accessing the Secretariat's IT environment. No additional issue management tool will be provided. (3) This request covers normal services and not on-call ones. (4) Yes, we confirm that a Contractor can only reply for some of the profiles in the request. (5) This applies only for freelancers. (6) If no handover is possible, then the first 15 working days of the replacement consultant will be free of charge. (7) The services need to be provided at least in English. When necessary additional languages are requirements, these will be specified in the request.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				English". What does that mean? Do you require other languages yes or no?	
65	03/01/2019 11:19	09/01/2019 13:35	Annex II - TM requirements	In section 5 you mention "maximum 3 working days for willingness, maximum 6 working days for proposal". In section 9.1, Step 1 you mention "at least 3 days" to answer Y/N and "at most 7 days from the Y/N date" to submit a proposal. Can you please clarify and provide us with final numbers for Y/N and Proposal date?	09/01/2019 Please refer to the Roadmap for the exact periods for willingness and proposal date. The Annex 2 - TM service requirements has been updated accordingly.
66	03/01/2019 11:05	09/01/2019 13:37	Annex II - TM Requirements	(1) In section 7.3 you are providing the evaluation criteria for reopening of competition of TM services. We are surprised to see that although TM concerns people, CVs and profiles there is no relevant evaluation criterion related to the quality of the CVs? Can you please clarify? (2) Do you expect submission of CVs in replying to your request for TM with reopening competition?	09/01/2019 (1) The quality of the proposed CVs must match the technical specifications referred to in Annex 1. (2) Yes, we expect submission of CVs.

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#	Submission date	Publication date	Question subject	Question	Answer
67	03/01/2019 14:37	09/01/2019 13:39	Annex IV - TM SLA	Can you please specifically define which indicators of sections 4.1.1, 4.1.2 and 4.1.3 will be applied during the first 6 months of the framework contract? By applied we mean their observance and also the related penalties.	09/01/2019 None of the indicators will be applied during the Phase-in period (6 months).
68	03/01/2019 14:23	09/01/2019 13:40	Technical Evaluation Questionnaire (Question 2.2)	With regards to question 2.2 of the Technical Evaluation Questionnaire, we understand that it is requested to provide within 2.500 words a detailed table of contents/ template that we propose to be based upon for answering a fixed price request when received during the execution of the Contract. Could you please confirm our understanding or clarify further if additional information is requested to be provided under this question?	09/01/2019 Here we expect to receive information on how your FP offer structure would look like by making use of maximum of 2.500 words.

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#	Submission date	Publication date	Question subject	Question	Answer
69	03/01/2019 14:33	09/01/2019 13:45	Annex IV - SLA TM services	<p>Your specifications and your answers to various questions created more confusion and shows a lack of global reviewing and harmonization on behalf of your administration. Regarding the SLA: (1) you state (section 2) that the SLA will be applicable from the signature of the framework... So does it APPLY from day 1? (2) If the answer to the above Q is Yes, how do you explain your statement in section 4.1.2 which states that "the indicator will not be applied during the first 6 months starting..." and also the answer to Question 37 (14.12.18) where you state "during the phase-in period, the SLA will not be applied". So will it or will it not? Please can you try to clarify further?</p>	<p>09/01/2019 (1) The SLA is applicable from the signature of the framework contract but the indicators and penalties will not be applied during the phase-in period (6 months). (2) Please see the answer provided in (1).</p>

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#	Submission date	Publication date	Question subject	Question	Answer
70	03/01/2019 15:38	09/01/2019 13:46	Annex II and Annex III - TM and FP service requirements - Roadmaps	For both TM and FP services, in the Roadmaps described in sections 9 (for both TM and FP) you include Step 8 titled "Submission of the formal offer";. (1) is that step necessary? (2) If it is necessary, how is the FORMAL OFFER different from the Contractors PROPOSAL described in the Steps 5 and 6? (3) Can you please define and describe both the PROPOSAL and the FORMAL offer in terms of structure and their requirements?	09/01/2019 The proposal is for evaluation purposes and the Final offer is for establishment of the Specific Contract.
71	08/01/2019 13:21	09/01/2019 14:12	Requests, Invoices, Messaging and Reporting	As stipulated from the draft contract, can you please confirm the use of the E-PRIOR/REQUEST... platform?	09/01/2019 We confirm the use of the e-PRIOR platform.

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#	Submission date	Publication date	Question subject	Question	Answer
72	21/12/2018 13:53	09/01/2019 14:18	Annex 9	It seems that some of the grey cells do not allow to select an option from the drop down menu list once opened in the small window. This occurs with the drop down menu where we have to choose among different options (e.g.: in the (1) kind of service section). Could you please redo the template or otherwise allow tenderers to just write the option without using the drop down menu list in order to avoid time consuming and confusions?	09/01/2019 Please use the updated document published on 21/12/2018.
73	21/12/2018 13:57	09/01/2019 14:18	Annex 9	It seems that only the grey cells allowing to include free text can be informed using the small window opened when writing the requested information. Since it is useless and time consuming, could Council disregard to use the external drop down menu list and just allow tenderers writing the options directly according to the instructions of the form 9?	09/01/2019 Please use the updated document published on 21/12/2018.

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#	Submission date	Publication date	Question subject	Question	Answer
74	07/01/2019 16:43	09/01/2019 14:21	Annex II - TM Service Requirements	In section 5, you mention in bullet (j) a duly signed Consultants declaration (Annex 10) - while in section 6.6 you mention a declaration to be signed whose template is enclosed in Annex X 'Code of Conduct'. Annex 10 does nit include any Code of Conduct... 1. Where is Annex X? 2. Is Annex X the same as Annex 10? 3. As there are still lots of questions to be answered and the degree of uncertainty and lack of information provided in your specifications, please consider a week's extension to the deadline.	09/01/2019 1. As stated in the bullet (j), Annex X is part of the Draft Framework Contract. Draft Framework Contract is Annex 11 to the Tendering Specifications. 2. No, please refer to the above answer. 3. As there are no major modifications to the Tender Specifications and the nature of the questions is rather on the interpretation of the content, we do not find the request for extension of the tender deadline justified.
75	07/01/2019 17:14	09/01/2019 14:26	Your answer to question 28 (13/12/18)	You replied that "Graphical examples and diagrams do not count to the maximum size of the response". Does this include tables? What is the definition of diagram?	09/01/2019 Tables are not diagrams. A diagram is a simplified drawing showing the appearance, structure, or workings of something; a schematic representation.

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#	Submission date	Publication date	Question subject	Question	Answer
76	08/01/2019 13:11	09/01/2019 14:34	Annex II and Annex III - Service Reporting	For the Service Reporting you provide two templates for the execution and consumption reports. Can we proposed enhanced structures that include what you require plus more things like screenshots, tables and other visual elements as part of these reports or do you expect textual and numerical information that follow 100% the templates provided?	09/01/2019 Enhanced structure of the Service reporting may be proposed as long as it includes all the information required in the respective reporting templates and referred to in Section 13 of the Fixed Price service requirements document and in Section 11 of the Times and Means Service requirement document.
77	09/01/2019 14:47	11/01/2019 11:53	Reporting	In Annex II and Annex III the service reporting is detailed. Our understanding is that periodical execution and consumption reports refers to a unique report including both things. Can you please confirm? Furthermore, it is stated that templates for execution and consumption reports are in appendix C. Nevertheless Appendix C only covers point a (activities) and b (Requests info) of the execution report and no format is provided for point c (SLA) ad d(Risks) and the periodic consumption. Our understanding is that it is up to us to define the structure of the template to provide those elements. Can you please confirm?	11/01/2019 We confirm that a unique report including the execution and consumption data should be delivered. Our minimum reporting expectations can be found in appendix to the TM and FP service requirements. You are correct to assume that you can expand the reports and define your own structure.

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#	Submission date	Publication date	Question subject	Question	Answer
78	09/01/2019 14:43	11/01/2019 11:55	Q.2.2 and 3.1	Question 2.2 and 3.1. require illustrative examples. One understanding is that those examples are beyond the wording length imposed and that can be attached in a separate document. Can you please confirm?	11/01/2019 Graphical examples and diagrams do not count to the maximum wording length of the responses. They should be included in the response and not attached as separate documents.

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#	Submission date	Publication date	Question subject	Question	Answer
79	10/01/2019 10:45	11/01/2019 17:18	General - Reporting	<p>In the reporting sections for both the TM and FP specifications you mention the Execution and Consumption Reports. (1) Are the Execution and Consumption reports two different reports (there is only one template in annex C) or are they two sections of ONE report that you expect monthly? (2) If there are different reports, there seems to be some repetition regarding some aspects/contents (e/g/ quality indicators in TM services). Can we consolidate and present all information requested in our own way and respecting the template provided? (3) The consumption report for TM and FP projects are different in their descriptions. Why is there no mention of quality indicators for the Consumption report of FP services? There are relevant QIs in the SLA that seem to be absent from the consumption report of FP services. Can you please clarify?</p>	<p>11/01/2019 (1) Execution and consumption are two sections of the monthly report that needs to be submitted. (2) See answer provided for point 1 and also the answer to the question 76. (3) A template which includes the minimum reporting has been provided. Feel free to extend the template in order to include all the required information as stated in the T&M and FP service requirements documents (respectively annex II and III) and any additional data that you consider important to be included in the report.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
80	10/01/2019 11:08	11/01/2019 17:20	Annex II - TM requirements	<p>1. Please can you confirm that in the case of TM requests in cascade mode, the proposal of the Contractor should ONLY include the list of candidates having the required profiles, the date of availability, the profile and the information related to status of the candidate (employee, subcontractor) and NOTHING more? 2. What exactly will the Technical Annex and Technical Questionnaire include in the case of TM requests in re-opening of competition mode? Can you please explain what these should include? Can you provide with an example of a possible Technical Questionnaire? It is important for us to understand as normally in the EU Institutions and Agencies tenders, TM requests include only CV related information (i.e. people-centred)</p>	<p>11/01/2019 (1) The proposal contains a candidate list which includes for each candidate the name of the candidate, the date that the candidate is available, the candidate's profile, whether the candidate is offered via subcontracting, whether the candidate is permanently or non-permanently employed and any other relevant information. The CVs and the relative profile sheets of all candidates, signed by the respective candidates themselves, must be attached to the list. (2) In TM requests in re-opening of competition mode, the Technical Annex gives more info to the Tenderer about the tasks, scope and possibly the technical requirements of the requested service. In the same mode, the Technical Questionnaire is considered like an interview questionnaire in order to help on the evaluation of the offers.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
81	10/01/2019 11:13	11/01/2019 17:21	Annex II - TM requirements	There seems to be a discrepancy between what is requested/described in Step 5: Submission of the proposals in the case of "TM requests for re-opening of competition" (section 9.2) and the descriptions of sections 7.2 and 7.3. In the first reference there is no mention of Technical Annex, Questionnaire and Financial Annex. Can you please clarify what the proposal should include in the case of TM requests with re-opening competition?	11/01/2019 In Section 9.2 we explicitly mention that the request includes requirements and specifications, which is in line with Sections 7.2 and 7.3. The Technical Annex, Questionnaire and Financial Annex are the requirements and specifications of the request.
82	10/01/2019 11:34	11/01/2019 17:22	Annex III - FP requirements	What will the proposal of Step 5 for cascade include? There is a description only for the case of re-opening of competition based on the Technical Annex, Questionnaire and Financial Annex.	11/01/2019 As described in the Annex 3, the proposal of Step 5 will include as a minimum the (specifications and requirements) elements included in the request.

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#	Submission date	Publication date	Question subject	Question	Answer
83	11/01/2019 13:03	11/01/2019 17:23	Technical ability criteria	<p>In your answer No. 11, regarding the first criterion of the Technical ability requirements, you state that “A summary of the relevant services/projects that have been carried out during the last 2 years, an overview of the relevant skills/qualifications of your experts, the certifications as well as any relevant agreements and alliances with third parties that your company may have shall be provided”. Nevertheless, in your answer No. 36. Concerning the same subject you advice “We accept a proof of enrolment in a relevant professional or trade register for a period of at least two years”. Should we consider you most recent answer to this subject as applicable and provide you with a certificate of enrolment in the trade register in order to cover this criterion?</p>	<p>11/01/2019 To cover point 1 of the 'Technical Ability' selection criterion, it would indeed be sufficient to provide us with a certificate showing that the tenderer has been enroled in the professional or trade register for a period of at least two years. The list of relevant services and projects, amongst others, needs to be provided to cover point 2 of the 'Technical Ability' Selection Criterion.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
84	10/01/2019 12:16	11/01/2019 17:24	Annex 9 - Service profile sheet	Our understanding is that (22) should be filled in with the versions of the products requested in the "Annex 1 technical specifications for service profiles" and not with all the products included in the CV that are not relevant with this tender. Could you please confirm our understanding is correct?	11/01/2019 Your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
85	11/01/2019 10:40	11/01/2019 17:31	Questionnaire - Group Question 2 - Question 2.3	In Question 2.3 you request "Describe how you will ensure that your technical and financial proposals for Fixed Prices requests correspond to the service requirements. Include information about the technics/methodology you plan to use in order to propose high quality offer estimates". As in Annex III you state that ONLY the re-opening of competition FP work will be requested via a Technical Annex and Questionnaire, can you: 1. Which service requirements exactly do you refer to? 2. Confirm that question 2.3 concerns FP requests in re-opening of competition? 3. If the above statement is not correct, please clarify what will the request concern and include. 4. The technics and methods that you request depend on the actual request and its subject, so please can you clarify what do you expect us to describe in a generic and abstract mode?	11/01/2019 1. We refer to the FP service requirements. 2. We confirm that question 2.3 concerns FP requests in re-opening of competition. 3. Please see above. 4. The FP requests will mostly be about Afresco-related software projects (analysis, development, project management, etc.).

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#	Submission date	Publication date	Question subject	Question	Answer
86	11/01/2019 13:03	11/01/2019 17:32	Certifications and Equivalents	<p>With reference to QA 21 it is stated that “Any certification related to Enterprise Content and/or Business Process engineering or developer shall be considered by the Council as to the Alfresco Content and Process Services Engineer Certification”. Based on the above we understand that relevant ECM certificates from other vendors (e.g. Microsoft or EMC) are acceptable. For example the following certifications:</p> <ul style="list-style-type: none"> • EMC Proven Professional EMCPA Associate EMC Content Management Foundations • EMC Proven Professional Associate - Enterprise Content Management Version 1 • EMC Proven Professional EMCTA-Technology Architect Content Management Application Architecture Specialist Version 6 • EMC Proven Professional, Application Development Specialist <p>are equivalent/similar to the Alfresco Content and Process Services Engineer Certification. Could you please confirm that understanding is correct or clarify if not?</p>	<p>11/01/2019 For a front-end or back-end developer profile, the technology on which a product is built is very important. Since Alfresco is built on Angular Javascript framework and Java programming languages respectively. Any relevant Enterprise content or business process developer certification would be valid as long as the platform is based on relevant technologies.</p> <p>11/01/2019 We confirm your understanding is correct for the solution architect profile. Please ignore the previous answer; it has been submitted in error.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
87	11/01/2019 13:04	11/01/2019 17:33	Certifications and equivalents	<p>clarify if not?</p> <p>With reference to QA 22 it is stated that “Any certification related to Enterprise Content and/or Business Process developer can be accepted”.</p> <p>Based on the above we understand that relevant ECM certificates from other vendors (e.g. Microsoft or EMC) are acceptable. For example the following certifications:</p> <ul style="list-style-type: none"> • EMC Proven Professional EMCPA Associate EMC Content Management Foundations • EMC Proven Professional Associate - Enterprise Content Management Version 1 • EMC Proven Professional EMCTA-Technology Architect Content Management Application Architecture Specialist Version 6 • EMC Proven Professional, Application Development Specialist <p>are equivalent/similar to the Alfresco Certification (ACS/APS): Could you please confirm that our understanding is correct or clarify if not?</p>	<p>11/01/2019</p> <p>For a front-end or back-end developer profile, the technology on which a product is built is very important. Since Alfresco is built on Angular Javascript framework and Java programming languages respectively. Any relevant Enterprise content or business process developer certification would be valid as long as the platform is based on relevant technologies.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
88	11/01/2019 21:59	15/01/2019 15:53	Questionnaire and Annexes	<p>With reference to QA 1 it is stated that “(1) The replies shall be provided in the dedicated fields of the form, and only one single form shall be submitted. (2) You may not use your own form or template.” However due to difficulty of use of the Technical Evaluation Questionnaire in terms of formatting, our understanding is that we can also use our own individual template (taking into account the maximum number of words per question) for each question and make the appropriate reference in the boxes of the technical evaluation questionnaire. Could you please confirm that our understanding is correct or clarify if not?</p>	<p>15/01/2019 The questionnaire template is a simple word document and provides some cells for the replies to the questions. We think that therefore it is considered flexible enough to accommodate the needs of the requested information.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
89	11/01/2019 21:58	15/01/2019 15:55	Contract References	<p>With reference to Annex 6, our understanding is that we must provide: A list (minimum 3 references and 2 different clients) covering as a whole:</p> <ul style="list-style-type: none"> • Alfresco systems development in 3 references • Alfresco systems consultancy and/or studies in 2 references • Alfresco systems support in 1 reference • Cloud infrastructure (AWS, Azure or equivalent) in 1 reference • BPMN, UML or equivalent in 2 references • Agile/Scaled Agile Framework or equivalent methodology in 2 references • multi-device software implementation in 2 references • 2 different types of internet browsers in 2 references • implementation on mobile (tablet and/or smartphone) in 2 references <p>Moreover: Each of the above referenced contracts must</p> <ul style="list-style-type: none"> • be at least 200 man-days. • must have been performed during a minimum period of 6 months during the period from 01/01/2016 to 30/06/2018 • must cover minimum 2 	<p>15/01/2019</p> <p>We confirm your understanding is correct. However, although the list needs to include a minimum of 3 references, counting at least 200 man-days each, we would like to draw your attention also to point 2 of the technical ability selection criteria in the Tender Specifications document, which requires a list of references to amount in total to 2000 person-days. Please see also the already published 'Question and Answer' No 2 concerning the same matter.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
				30/06/2018 • must cover minimum 2 out of 4 minimum requirements: o Overall value of the contract of at least 500.000 EUR for the whole duration o Client was an institution/company with over 500 registered users in total o Cooperation was performed on the basis of a Service Level Agreement or equivalent o Volume was at least 300 man-days Could you please confirm that our understanding is correct or clarify if not?	

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#	Submission date	Publication date	Question subject	Question	Answer
90	11/01/2019 21:58	15/01/2019 15:56	Contract References	<p>With reference to section 3.b.ii. Technical ability of the tender specifications, it is stated that “For at least three of the main contracts mentioned, the candidate must in particular provide detailed information on the technical nature of the services, the corresponding volumes (working days) of the services provided and a certificate issued or countersigned by the competent entity of the beneficiary justifying the said services and proving the satisfaction of the beneficiaries of the services.” Our understanding is that we need to provide a list of at least 3 main contracts presented in Annex 6 (for example a Tenderers provides a list of 20 relevant projects covering the requirements included in the checklist of Annex 6). Out of this list we must provide at least 3 certificates signed by the beneficiary/client justifying the said services (for example a Tenderer provides certificates for 5 of the 20 projects included in his list). Apart from the above, no other evidence needs to be submitted for this criterion. Could you please confirm that our understanding is correct or clarify if not?</p>	<p>15/01/2019 We confirm your understanding is correct.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
91	18/01/2019 13:04	18/01/2019 15:01	Clerical Error in the Formula for Evaluating Tenders	<p>With reference to section 4. "Award of the contract" of the tender specifications, it is stated that "Following the evaluations of the technical and financial tenders, the Secretariat shall, for each tender, calculate an overall score &quot;G&quot; using the following formula: $G = 0,70 \times P + 0,30 \times Q$" Our understanding is that is a clerical error and the correct formula is as follows: $G = 0,70 \times Q + 0,30 \times P$, i.e. weighting with 70% the technical score and 30% the financial score. Could you please confirm that our understanding is correct or clarify if not?</p>	<p>18/01/2019 Dear Tenderer, Thank you for your question. The formula on page 14 of the Technical Specifications ($G = 0,70 \times P + 0,30 \times Q$) is correct. Best regards,</p>

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