

## Call for tenders' details

Title: Multiple Framework Contract in Cascade for Software Development and it Services

Start date: 05/04/2019

Time limit for receipt of tenders: 13/05/2019

Contracting authority: European Fisheries Control Agency (EFCA)

Status: Closed

## Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	09/04/2019 12:11	09/04/2019 14:46	Annex G and Annex N not available	Dear Sir, Madam, With reference to the documents provided in the Library, it appears that neither Annex G nor Annex N are available. Do you confirm that these documents are not to be published? We thank you in advance for your response.	<b>09/04/2019</b> There are no Annex G nor N.

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#	Submission date	Publication date	Question subject	Question	Answer
2	12/04/2019 18:00	15/04/2019 12:45	Page limit rule for Case Studies (Annex K)	<p>“Sample deliverables (Gantt charts, roadmap, screenshots, mock-ups etc) containing multiple A4 pages are not bound by the 10-page limit rule, but their size should be limited to what is needed to communicate the essentials” We understand that this additional content can be embedded within the text, provided that the final length minus the space occupied by the additional content does not exceed the maximum length.</p> <p>Please confirm that our understanding is correct.</p>	<p><b>15/04/2019</b> See Annex O Introduction: The length of the reply to each Case Study should not go beyond ten (10) A4 pages. Sample deliverables (Gantt charts, roadmap, screenshots, mock-ups etc) containing multiple A4 pages are NOT bound by the 10-page limit rule, but their size should be limited to what is needed to communicate the essentials. Embedding is up to the tenderer to decide.</p>
3	12/04/2019 18:02	15/04/2019 12:48	Page limit rule for Case Studies (Annex K) and for Award criteria (Annex P)	<p>“Sample deliverables (Gantt charts, roadmap, screenshots, mock-ups etc) containing multiple A4 pages are not bound by the 10-page limit rule, but their size should be limited to what is needed to communicate the essentials” We understand that the above possibility to include additional content does not apply to qualitative award criteria 1, 2 and 3, which in all cases should have 5 pages max each. Please confirm that our understanding is correct.</p>	<p><b>15/04/2019</b> See Annex P Introduction: The size of document to be used in the offer can be extended from 1 to maximum 5 A4 pages per each sub-criterion (2a, 2b, 2c), except for the Case Studies which have their own instructions in Annex O.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
4	12/04/2019 18:03	15/04/2019 16:29	Award sub-criteria 2.c	We understand that the practice to be described under this sub-criteria should not only include the methodology for estimates/quotations but for the preparation of a complete offer for a fixed price (e.g. technical scope, schedule, proposed team). Please confirm that our understanding is correct.	<b>15/04/2019</b> Yes, the internal practise to establish a complete offer for a fixed price project.
5	12/04/2019 18:05	16/04/2019 12:18	Annex I - Requested profiles and Annex B - Financial tender	Annex I states, in page 4, "The profiles and levels of expertise shall be the basis for the FWC price list as specified in Annex B", defining 3 levels. We understand this could be an effective method to avoid the situation in which a tenderer proposes very low prices for a specific profile, with the purpose of reducing the final price but not using the profile during the execution of the contract (e.g. forcing the Agency to use the cascade mechanism). Nevertheless, we do not see these three level categorisation in Annex B, and the prices for the 34 profiles are fully independent. Could you please clarify if this independent pricing is correct?	<b>16/04/2019</b> The tenderer has to provide prices for all profiles as listed in Annex B.

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#	Submission date	Publication date	Question subject	Question	Answer
6	12/04/2019 18:02	16/04/2019 12:27	Case Study 2	In the section "Context" of the Case Study 2, is established that the tenderer must propose a new architecture that shall include a data analytics software and a central data repository. Nevertheless, in the "Specific instructions / questions" related to the key points to be addressed, there is no point related to the architecture itself. Could you, please, clarify in which key point should we describe our proposal for the architecture?	<b>16/04/2019</b> This theoretical context must be reflected in the tenderers answers as a whole.
7	12/04/2019 18:01	16/04/2019 12:31	Page limit rule for Case Studies (Annex K)	"Sample deliverables (Gantt charts, roadmap, screenshots, mock-ups etc) containing multiple A4 pages are not bound by the 10-page limit rule, but their size should be limited to what is needed to communicate the essentials" In case a tenderer includes additional content with a significant text in it (e.g. a screenshot with text), could you please confirm how will the evaluation committee proceed: - the text will not be read - the text may be read but will not be considered for evaluation - the text may be read and considered for evaluation	<b>16/04/2019</b> See Introduction in the Annex O. Additional content are not bound by the 10-page rule but their size should be limited to communicate the essentials.

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#	Submission date	Publication date	Question subject	Question	Answer
8	12/04/2019 18:03	16/04/2019 13:02	Application inventory	In the Tender Specifications, section 2. Background, the list of operational systems includes EIR and EFCA-IMS as operational systems. Nevertheless, these systems are not included in Annex L - Technological Environment. Could you please clarify if EIR and EFCA-IMS are in the scope of the services to be provided under this contract?	<b>16/04/2019</b> See disclaimer on p. 3 of Annex L: The information contained in Annex L reflects the situation in force at EFCA at the time of this tender.
9	15/04/2019 12:47	16/04/2019 15:18	Clarifications	Dear Sir, Madam, We would be grateful if you would clarify the following queries: 1. Please confirm that NO references need to be included in the submission of the offer. 2. Please indicate if the financial tender (annex B) is included with the technical tender in one document OR they are separate documents. 3. Please confirm that NO profiles (CV) are included in the submission of the offer. 4. Please indicate what form must be filled out if only one company will present an offer (not part of a consortium). Thank you in advance.	<b>16/04/2019</b> 1. Confirmed 2. They are separate documents 3. Not needed at the tendering stage 4. See in e-Submission the information fields for the tenderer to fill in. See also the full list of annexes in the Tender Specifications p. 2.

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#	Submission date	Publication date	Question subject	Question	Answer
10	18/04/2019 12:28	23/04/2019 10:24	Administrative Data	It is clear that the 4 references will be submitted by the successful tenderer. Could the client inform if the following criteria (professional risk insurance, turnover, manpower, quality management plan, ISO 9001, training policy) have to be submitted at tender submission deadline (that is 13/05) or only by the successful tenderer?	<b>23/04/2019</b> See tender specifications section C.2. Selection criteria p.16 : At the tendering stage it is sufficient that the tenderer provides the DECLARATION OF HONOUR (Annex F) signed and dated, stating that they fulfil the selection criteria (C.2.1 economic and financial capacity, C.2.2. professional and technical capacity). However, the successful tenderers will be asked to provide – before the signature of the contract – documentary evidence demonstrating compliance with the selection criteria. Without prejudice to the above, EFCA reserves the right to request documentary evidence from the tenderers at any moment before the award of the contract.

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#	Submission date	Publication date	Question subject	Question	Answer
11	18/04/2019 12:55	23/04/2019 12:44	Profile requirements	In Annex I, Profiles - Profile Overview, it is stated "For the provision of the services, Contractor's staff members shall meet the skills & experience requirements for each profile, described here below". Does the Contractor need to fill all 34 profiles? If yes, are there penalties for the proposal evaluation if not all are filled? Thank you.	<b>23/04/2019</b> Yes, as stated in Annex I the contractor shall have the capacity to provide all profiles. During the contract duration the successful contractor may be asked to provide all the 34 profiles depending on EFCA needs. See also Annex B Instructions where price per each profile is required to be filled in. The work hypothesis in Annex B reflect an estimated annual number of days to be contracted per profile. See also in Annex J (Ordering process) the rules for Cascade mechanism launch and see also article 1.4.3 in the draft framework contract Annex A
12	23/04/2019 09:56	24/04/2019 10:10	Profiles (CVs) and experts	Dear Sir, Madam, Please clarify : 1. Where we find the requests for profiles (CV)? 2. For each technology do you have a minimum number for experts? Thank you in advance.	<b>24/04/2019</b> 1. Profiles are listed in Annex I. CV s are not to be submitted at the tender submission stage. 2. The work hypothesis in Annex B reflect an estimated annual number of days to be contracted per profile.

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#	Submission date	Publication date	Question subject	Question	Answer
13	24/04/2019 08:51	24/04/2019 12:46	List of references	According to tender specifications, in section C.2.2 Professional and technical capacity, part d), tenderers have to provide 2 references covering software development and 2 covering IT services. In Annex H Services, it is described the software development (service s1); nevertheless, IT services is really wide and the Annex H describe different services. Could the client inform which services must be taken into account to cover IT services criterion for the references?	<b>24/04/2019</b> They can be any from S3, S4, S6, S7, S8, S9 as in Annex H.
14	18/04/2019 12:26	24/04/2019 12:47	List of references	According to tender specifications, in section C.2.2 Professional and technical capacity, part d), tenderers have to provide 2 references covering software development and 2 covering IT services. In Annex H Services, it is described the software development (service s1); nevertheless, IT services is really wide and the Annex H describe different services. Could the client inform which services must be taken into account to cover IT services criterion for the references?	<b>24/04/2019</b> See answer 13.



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#	Submission date	Publication date	Question subject	Question	Answer
15	23/04/2019 08:50	24/04/2019 12:53	Quality evaluation criteria	<p>Hello, could you please confirm that the quality evaluation will be assessed only based on the information provided by the tenderers in their responses to the criteria listed in Annex P "Award Criteria"? The Tender specifications document (page 19) says that: "More concretely, tenderers shall elaborate in the technical tender on all points addressed in the technical specifications and its annexes, bearing in mind the below indicated qualitative award criteria, in order to score as many points against the quality award criteria as possible. Note, the technical tender shall also include description of the services which may be subcontracted (Annex D). Do you mean that we have to address to all the technical requirements outlined in the Technical Documents and Annexes fitting them into the 2 Quality Criteria (total 5 sub-criteria) format? Thanks, Regards</p>	<p><b>24/04/2019</b> The quality evaluation will be based on the quality of tenderer's technical tender which must include responses to questions listed in Annex P and solutions to case studies in Annex O as explained in the tender specifications part C.3</p>

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#	Submission date	Publication date	Question subject	Question	Answer
16	12/04/2019 17:59	24/04/2019 13:48	DP-2 Service Quality Indicator– Consequence of non-compliance	According to the Article II.16 or the Framework Contract, in case of non-compliance of quality indicator DP-2., EFCA may reduce or recover payments proportionally to the seriousness of the unperformed obligations or low quality delivery Could you please explain which measurable rule will be used to calculate the reduction or recover of payments in case of non-accomplishment of the indicator DP-2?	<b>24/04/2019</b> See Article. II.16.1 Quality standards. EFCA may reduce or recover payments proportionally to the seriousness of the unperformed obligations or low quality delivery.
17	12/04/2019 17:59	24/04/2019 13:53	DP-2 Service Quality Indicator	This question relates to Service Quality Indicator DP-2 (Ratio of satisfactorily performed specific contracts). Annex 3 of the FWC includes the Specific Contract evaluation form used to score the overall performance of the Specific Contract in order to measure DP-2 indicator. In our understanding, points 2, 3 and 4 (Project Management, Quality Management, Reporting and communication) of the questionnaire, from which DP-2 is obtained, cannot be evaluated based on quantitative data, but on the perceived satisfaction level of the Agency. Please confirm if our understanding is correct.	<b>24/04/2019</b> Quality indicator DP-2 is obtained by both quantitative and qualitative data following each specific contract evaluation as described in Annex M (SLA).

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#	Submission date	Publication date	Question subject	Question	Answer
18	12/04/2019 18:02	24/04/2019 14:01	Contract Manager role	The Technical Specifications, page 13, specify that the contractor should nominate a Contract Manager for each Specific Contract, summarizing the related responsibilities. According to these description, we understand that the Contract Manager responsibilities are fairly similar to the Service Manager profile duties (Annex H). Could you please clarify the differences between both roles?	<b>24/04/2019</b> The service manager in annex I is a role as described in ITIL and not about managing the Framework contract or Specific contracts.
19	12/04/2019 17:58	25/04/2019 15:39	Article I.15.4 (Replacement of the contractor's personnel applicable to Times and means and Quoted Times and Means specific contracts) of the Framework contract	The Article I.15.4 of the Framework Contract states the following: "In case of EFCA's request in accordance with article II.4.9 or any other need for replacement to ensure service continuity, a replacement must be available at least 10 working days before the effective termination date of the leaving contractor's personnel". In case of a non-planned absence (e.g. sick leave) would require a replacement in a period shorter than 10 days, the Quality Indicator DP-3 (Minumum acceptable value: 10 working days) would never be met. Is our understanding correct?	<b>25/04/2019</b> Article I.15.4 applies in case of leaving contractor's personnel and in case of EFCA's request under Article II.4.9.

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#	Submission date	Publication date	Question subject	Question	Answer
20	12/04/2019 17:58	25/04/2019 15:40	Clarification on Article II.4.9 of the Framework Contract	We understand that non-planned absences or absences due to force majeure with a limited duration are not considered as disruption of the services. Could you please confirm if our understanding is correct?. If not, from which threshold an absence is considered as a disruption of the service and, therefore, requiring a replacement?	<b>25/04/2019</b> The term disruption in Article II.4.9 does not refer to disruption of the service due to a temporary absence. It refers to contractor's personnel that causes disruption at the premises of EFCA in the sense of a disturbance.
21	12/04/2019 17:58	25/04/2019 15:47	Accomplishment of DP-3 Service Quality Indicator	In accordance with article II.4.9 or any other need for replacement to ensure service continuity, a replacement must be available at least 10 working days before the effective termination date of the leaving contractor's personnel. In case of a voluntary leave and depending of the applicable law in some European Countries, the shortest notice to inform the employer might be 15 or less calendar days. Should this be the case, DP-3 indicator (replacement 10 working days before the effective leave date) would never be accomplished and, therefore, the related penalty would always be applicable. Could you, please, confirm, if our understanding is correct?	<b>25/04/2019</b> Please, see the procedure for the reduction in price in Article II.16.2 of the draft framework contract.

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#	Submission date	Publication date	Question subject	Question	Answer
22	25/04/2019 14:20	25/04/2019 15:59	Sub-contractors form (Annex D)	If, due to logistical reasons, we are unable to provide all of the subcontractors signatures on one single form. Is it possible to present more than one Sub-contractors form, each signed by a sub-contractor?	<b>25/04/2019</b> Yes.
23	24/04/2019 18:59	25/04/2019 16:06	Award Sub-Criteria 2.b	One of the questions to be addressed under award sub-criteria 2.b is 'Processes and subject matter consultants'. Could you, please, clarify what does 'subject matter consultants' mean?	<b>25/04/2019</b> It means the human resources that the tenderer would dedicate to Service management for achieving an efficient and effective service delivery.
24	24/04/2019 15:38	25/04/2019 16:24	Administrative documents	Dear Sir, Madam, could you, please, clarify: 1. In case of a Consortium, all the members have to provide the Declaration of Honour or just the leader of the Consortium? 2. Economic and financial capacity. Is there any minimum amount for the professional risk indemnity insurance? Thanks in advance	<b>25/04/2019</b> 1. All members of the consortium 2. The requirement is that the tenderer must have a professional risk indemnity insurance cover from 2019.

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#	Submission date	Publication date	Question subject	Question	Answer
25	29/04/2019 15:53	02/05/2019 09:54	Article I.15.4 (Replacement of the contractor's personnel applicable to Times and means and Quoted Times and Means specific contracts) of the Framework contract.	The Article I.15.4 Replacement of the contractor's personnel applicable to Times and means and Quoted Times and Means specific contracts of the Framework contract (FWC) states that the personnel replacement must be available 10 working days before their termination. Our understanding is that not all these 10 working days would be used for the handover period and only the time agreed with the EFCA for each case. Could you please confirm if our understanding is correct?	<b>02/05/2019</b> As per Article I.15.4 a replacement must be available at least 10 working days before the effective termination date of the leaving contractor's personnel, in order to perform the handover.

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