

## Call for tenders' details

Title: ISDLS2 — External Service Provision for Development, Maintenance and Consultancy in the Field of Information Systems

Start date: 19/09/2019

Time limit for receipt of tenders: 04/11/2019

Contracting authority: European External Action Service (EEAS)

Status: Closed

## Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	23/09/2019 11:24	23/09/2019 17:16	Annex 2 – Technical tender	We understand that the Technical proposal includes Annexes 2, 3, 4, 5, and 6. Could you please clarify: a) Under what criteria is Annex 2 evaluated? b) Are there any points associated with Annex 2? c) What should Annex 2 describe exactly?	<b>23/09/2019</b> a) Information submitted under Annex 2 shall be evaluated overall, is not attributed to any particular award criterion. b) There are no points associated with Annex 2. c) The tenderer shall explain in detail its tender including detailing the tasks which will be performed by each member of a joint tender and each subcontractor whose share of the contract is higher than 10%.

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#	Submission date	Publication date	Question subject	Question	Answer
2	24/09/2019 11:48	25/09/2019 12:39	Technical proposal page limit	<p>We understand that the Technical proposal shall not exceed 80 pages in length (including annexes). The technical tender, however, requests some illustrations with examples (sub-criteria 1.5, 2.4, 3.1, 3.2, 4.3, 4.5). Some of these examples by default may take several pages long, therefore compromising the overall quality of the rest of the Technical proposal. For example, in 3.1 two QTM proposal examples are requested which are complete documents in themselves, as would be the example report in 4.5. Could EEAS please reconsider and allow all examples (as annexes) for the aforementioned sub-criteria (1.5, 2.4, 3.1, 3.2, 4.3 and 4.5) not count toward the 80-page limit?</p>	<p><b>25/09/2019</b> We expect examples illustrating tenderers' answers. Those examples do not need to be complete documents but rather concise illustrations. However, we recognise that the examples of QTM proposal requested in award sub-criterion 3.1, as well as the example of Service Report requested in award sub-criterion 4.5, might be a bit longer. Therefore, these examples will not be counted within the 80-page limit.</p>
3	25/09/2019 17:54	25/09/2019 17:58	Financial identification form	<p>Our understanding is that the financial identification form must be submitted by the leader of the consortium only. Could you please confirm our understanding is correct?</p>	<p><b>25/09/2019</b> Yes, your understanding is correct.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
4	26/09/2019 08:02	26/09/2019 11:53	Near-shore	At page 8 of the technical specifications, the RFP reads “Near shore: The Contractor will provide the services in an area located less than ½ day travel time from EEAS's premises in Brussels”. Our understanding is that any location within the European Union is compliant. Please confirm or clarify.	<b>26/09/2019</b> We confirm that any location within the European Union is compliant.
5	25/09/2019 11:07	26/09/2019 12:45	Payment Conditions in the Draft Framework Contract	Art. I.6.3 point 2 of draft FWC. Why is the payment term 60 days?	<b>26/09/2019</b> As indicated in the said article of the draft FWC, the contracting authority decided to set the payment term of 60 days.
6	26/09/2019 12:50	26/09/2019 15:50	CVs	Our understanding is that there are no CVs to be submitted at tender submission deadline (28/10/2019). Could you please confirm our understanding is correct?	<b>26/09/2019</b> We confirm there are no CVs to be submitted at tender submission deadline (28/10/2019).

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#	Submission date	Publication date	Question subject	Question	Answer
7	26/09/2019 14:09	26/09/2019 17:51	Previous Contracts timeframe	<p>In the Tender Specifications, Section 5, Criterion 5.3.3.a), Minimum capacity level, p. 8, we read “At least five service contracts managed by the economic operator relevant to Information Systems development, maintenance and consultancy, during the past three calendar years”. Our understanding is that a previous contract, which:</p> <ul style="list-style-type: none"> <li>• started after 01/01/2016 and was either completed or was still ongoing by the deadline for submission of tender, OR</li> <li>• started before 01/01/2016 and was either completed within the period 01/01/2016 – submission date or was still ongoing by the deadline for submission of tender, is considered acceptable. Please confirm or clarify.</li> </ul>	<p><b>26/09/2019</b> We confirm that all the mentioned examples are considered acceptable.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
8	26/09/2019 14:11	26/09/2019 17:54	Minimum number of consultants	In the Tender Specifications, Section 5, Criterion 5.3.3.a), Minimum capacity level, p. 8, we read “Each of the above mentioned listed contracts required / requires at least 20 consultants (20 full-time equivalents) at the clients' premises.” Our understanding is that “at least 20 consultants (20 full-time equivalents)” in the above context means that any contract that provided at least 20 FTEs (20 full-time consultants) at client premises for a specific period passes this criterion, even if the contract had a larger duration than this specific period. Please confirm or clarify.	<b>26/09/2019</b> We confirm that your understanding is correct.
9	25/09/2019 11:07	27/09/2019 12:34	Invoicing period in the Draft Framework Contract	Can the CA confirm that TM and QTM can be invoiced on a monthly basis?	<b>27/09/2019</b> As mentioned in the article 3.2 of ANNEX III of the modified Draft Framework Contract, the invoicing procedures for the services are at the end of each calendar quarter (for both TM and QTM).

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#	Submission date	Publication date	Question subject	Question	Answer
10	25/09/2019 11:07	27/09/2019 12:36	Liquidated Damages Units (LDUs)	How are quarterly measured LDUs linked to monthly invoices and monthly supporting Service Acceptance forms?	<b>27/09/2019</b> As indicated in SLA (Chapter 3.), the liquidated damages are calculated on a quarterly basis. Similarly, the modified Draft Framework Contract mentions in ANNEX III (article 3.2) that the invoices are to be produced at the end of each calendar quarter. In addition, to support the calculation, each Service Acceptance Form mentions the number of the due LDU related to the service provided.
11	30/09/2019 20:08	01/10/2019 13:58	Previous contracts	With reference to “List of previous contracts“ table of Request to participate form, the “main registration number of the economic operator who signed the contract with the client“ is requested. We understand that if the economic operator is a Consortium, then we should complete the registration number of the company participating in this tendering procedure. Please confirm our understanding or clarify further.	<b>01/10/2019</b> We confirm your understanding. The main registration number of the economic operator who signed the contract with the client is the registration number of the participating company of the joint tender (consortium) to which the relating reference letter is addressed.

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#	Submission date	Publication date	Question subject	Question	Answer
12	30/09/2019 20:08	01/10/2019 14:02	Previous contracts	With reference to Section 5.3.3 Technical and professional capacity criteria and evidence of tender specifications, it is stated that “at least five service contracts managed by the economic operator relevant to Information Systems development, maintenance and consultancy, during the past three calendar years”. We understand that since a calendar year starts at the first day of the year, the reference period of the past three calendar years concerns the period 2016-2019. Please confirm our understanding or clarify further.	<b>01/10/2019</b> By indicating "past three calendar years" we mean the past three calendar years for which accounts have been closed.
13	01/10/2019 12:55	01/10/2019 14:03	List of previous contracts	In the document Request to participate form, page 4, list of previous contracts, Our understanding is that previous contracts information have to be included in this table and no additional document is needed apart from the client’s reference letter. Could you please confirm our understanding is correct?	<b>01/10/2019</b> Yes, your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
14	01/10/2019 12:51	01/10/2019 14:09	List of previous contracts	In the document Request to participate form, page 4, list of previous contracts, value in the currency of the contract, our understanding is that tenderers have to include the total value of the contract. Could you please confirm our understanding is correct?	<b>01/10/2019</b> The tenderers have to include the contract value during the past three calendar years (for which accounts have been closed and for which the financial statements shall be submitted). This means that if the tenderer had a contract of 4 years during this period, it must include the value of the contract only for 3 years which are taken into account.
15	03/10/2019 10:30	03/10/2019 11:21	Does the FWC have a cascade mechanism	Is the understanding that FWC will be awarded to a single economic operator and that it does not imply a cascade mechanism? This does mean the contracting authority only wants to select a single economic operator?	<b>03/10/2019</b> Indeed, the understanding is correct. The framework contract will be awarded to a single economic operator. There is no cascade mechanism.
16	03/10/2019 18:56	04/10/2019 10:01	Deadline for submission of tenders	We would like to request more time in order to engineer the best possible service for EEAS. Could you please extend the deadline?	<b>04/10/2019</b> Please note that we do not consider extending the deadline. The deadline for the submission of tenders is 28/10/2019 at 16.00.



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#	Submission date	Publication date	Question subject	Question	Answer
17	08/10/2019 11:38	08/10/2019 16:57	Technical Tender	On Question 3.5 Annex 5 of the technical specifications, can you please confirm our understanding that the question refers to the estimation made only during the ordering process?	<b>08/10/2019</b> The award sub-criterion 3.5 requests to “specify which measures, tools and processes you commit to implement to make precise and reliable estimates” for any task required for the delivery of services for all activities listed in 2.2.Activities of the Technical Specifications. This does not refer to estimates made during ordering process.
18	08/10/2019 11:37	08/10/2019 17:00	Technical Tender	In Question 3.4 Annex 5 of technical specifications, can you please confirm our understanding that the question only refers to Quoted Times and Means is correct?	<b>08/10/2019</b> Award sub-criterion 3.4 refers to both types of Services: Time and Means and Quoted Time and Means.

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#	Submission date	Publication date	Question subject	Question	Answer
19	08/10/2019 11:36	08/10/2019 17:08	Technical Tender	In Question 3.3 Annex 5 of technical specifications it is requested to specify the necessary technical infrastructure. It is our assumption that costs associated to technical infrastructure will need to be included in each specific contract. Can you please confirm? If the answer is no, can you specify the volumes we need to consider?	<p><b>08/10/2019</b></p> <p>The award sub-criterion 3.3 requests to specify “How you will ensure that the technical infrastructure (hardware and software) needed for developments will be available for the execution of proximity and/or near-shore services”, meaning by what ways or means you make sure that the technical infrastructure will be available for proximity and/or near-shore services. The description of necessary infrastructure is not required. Costs associated to technical infrastructure shall not be included in each specific contract. Indeed, as stated in the Tender Specifications (in 6.3 Financial tender) "The prices for the tender must be tendered [...] all inclusive. This means that, unless otherwise mentioned in these tender specifications, prices tendered for shall include all the costs to be incurred by the tenderers in order to fully implement the contract [...]". “All inclusive” includes the technical infrastructure for proximity and/or near-shore services. The volume of Proximity or Near shore services is indicated in the Price scenario tab of the Annex 7 - Financial Tender - Unit price and price Scenario of the Technical Specifications.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
20	09/10/2019 14:40	09/10/2019 14:47	Annex 11	Where is Annex 11?	<b>09/10/2019</b> Please find Annex 11 to technical specifications in the technical specifications document page 64.
21	09/10/2019 17:55	11/10/2019 13:28	Technical Specifications - Profiles	We need some clarifications regarding a profile: Portfolio Manager (POM) - Can you please confirm that this person will manage your projects and not the projects generated in this contract? And please can you provide us with your definition of 'portfolio' (for example in relation to Agile portfolio definition)	<b>11/10/2019</b> Portfolio Manager (POM) will manage the portfolio of all EEAS projects related to the EEAS Information Systems as listed in 2.3. Information Systems Portfolio of the Technical Specification. This includes the projects generated in this contract. Portfolio of IT projects refers here to the list of current or future IT projects related to the EEAS Information Systems as listed in 2.3. Information Systems Portfolio of the Technical Specification.

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#	Submission date	Publication date	Question subject	Question	Answer
22	09/10/2019 17:55	11/10/2019 13:31	Technical Specifications - Profiles	We need some clarifications regarding a profile: Will the Technical Team Leaders (TTL) be of the Project Manager Profile (PMC)? Or do you expect the TTL to be the Senior Domain Expert within a Technical Team as defined in section 3.5?	<b>11/10/2019</b> As indicated in 2.7. Technical Teams and Project teams of the Technical Specifications "One of the profiles shall have proven experience and skills in managing teams of technical personnel as S/he assumes the Technical Team Leader (TTL) role". The TTL may be a Senior Domain Expert within a Technical Team, e.g. Senior Information System Tester (IST) to lead a Testing Team. But, it will be up to the contracting authority to determine, at the request stage, the profile of the TTL.
23	09/10/2019 16:46	11/10/2019 17:22	Extension of deadline	In order to submit a high quality response, can we request an extension of the deadline by 15 days to submit a tender?	<b>11/10/2019</b> Please note that we do not consider extending the deadline. The deadline for the submission of tenders is 28/10/2019 at 16.00.

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#	Submission date	Publication date	Question subject	Question	Answer
24	09/10/2019 14:29	11/10/2019 17:28	Technical Specifications - point 6.3 Replacement	(a) Can you please confirm the handover period in case of replacement is 10-15 days? (b) Is Parallel running allowed? (c) Is shadowing allowed? (d) Can you please confirm that the replacement of a resource does not have to comply with the ordering process description i.e. no proposal is necessary etc.	<b>11/10/2019</b> (a) As stated in point 6.3. Replacement of the Technical Specifications "The handover period (where both consultants provide services in parallel) shall be at least 10 working days, free of charge for the EEAS. If this requirement cannot be met, 15 working days shall be performed by the replacement consultant free of charge for the EEAS." (b) (c) All type of knowledge transfer is possible, provided that it meets the requirement stated in point 6.3. Replacement of the Technical Specifications, 3rd paragraph "In all cases, the Contractor shall arrange sufficient training during the handover period so that the replacement consultant is immediately operational when the original consultant is withdrawn, guaranteeing continuity of the service provided to the EEAS". (d) The replacement shall comply with the ordering process, including the proposal. As stated in point 6.3. Replacement of the Technical Specifications, "The Contractor is obliged to make a proposal of a competent replacement consultant triggered by a replacement request from EEAS in the following cases [...]" and "The contractor's proposal shall always comply with all the requirements set out for candidates in

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#	Submission date	Publication date	Question subject	Question	Answer
					requirements set out for candidates in the request. "
25	09/10/2019 14:25	11/10/2019 17:32	Technical Specifications - point 6.1.3 Service Delivery Hours	In point 6.1.3 of technical specifications you request that the resources of the Contractor record their presence in a Contractor's Badging system and in parallel to EEAS' ITAM. What is the purpose of this double recording activity? Why ITAM is not enough? And why do you need a copy of the Contractor's records in their Badging system?	<b>11/10/2019</b> ITAM is an activity monitoring tool and does not serve the same purpose as a badging system. As indicated in 6.1.3. Service Delivery hours of the Technical Specifications, "a copy of it [data collected by the contractor's badging system] can be requested at any time by the EEAS to perform audits on contractor's personnel members' schedule".

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#	Submission date	Publication date	Question subject	Question	Answer
26	09/10/2019 14:20	11/10/2019 17:35	Annex 5 – Technical Tender – Award sub-criterion 3.1	We understand that the aim of the requested examples in this question is to illustrate the structure of our QTM proposals. Considering that the contents of a QTM proposal should follow the requirements under point 4.2.2 of the Technical Specifications, and assuming that the EEAS is not particularly interested in the information regarding the candidates proposed in these examples, we understand that such information (i.e. CVs, evaluation statement, evidence on certifications, degrees, etc.) are not to be included in the examples requested in the award sub-criterion 3.1. Could you please confirm?	<b>11/10/2019</b> Your understanding is correct. Nevertheless, it is up to the tenderer to decide on the type of information to provide in response to questions of annexes 2, 3, 4, 5 and 6 (Technical tender)
27	09/10/2019 12:26	11/10/2019 17:38	Technical Specifications - Points 3.1 and 3.5	In point 3.5 of the technical specifications you group the profiles under four (4) Technical teams. This grouping leaves out 7 profiles from the listing of 28 profiles in point 3.1. What about those 'orphan' profiles like DAS and IND? Do they not belong to any group? Is there a group that you have forgotten to list?	<b>11/10/2019</b> As stated in Technical Specifications point 2.7 Technical teams and Project Teams, activities can be performed by individual profiles (outside a technical team or a project team). In addition, point 3.5 gives the standard composition of the teams. It is up to the contracting authority to determine, at the request stage, the composition of the team requested and to specify other requirements, such as other profiles or expertise.

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#	Submission date	Publication date	Question subject	Question	Answer
28	09/10/2019 14:31	14/10/2019 12:52	Technical specifications - point 5.2	Can you please confirm that it is not obligatory to propose resources with security clearance?	<b>14/10/2019</b> As stated in point 5.2. Security Clearance of the Technical Specifications, "All staff proposed by the contractor must be eligible to obtain a personal security clearance (PSC) up to SECRET UE/EU SECRET or EU Member State equivalent at the date of signature of the specific contracts". Staff proposed by the contractor do not need to hold a personal Security Clearance when being proposed, but they must be eligible to obtain a personal security clearance when being proposed.
29	11/10/2019 11:05	14/10/2019 12:57	General	Can you please confirm that we can cross-reference between questions in our reply in the technical tender so that we do not repeat the same standard information for example roles and responsibilities' definition, standards and common guidelines that apply to all questions?	<b>14/10/2019</b> There is no specific requirement regarding the format of the reply, as long as "The Technical proposal is provided in an electronic format widely used that allows copying and printing of contents". It is up to the tenderer to decide on the most appropriate format. It is therefore possible in your reply to refer to related information elsewhere in the same document.



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#	Submission date	Publication date	Question subject	Question	Answer
30	11/10/2019 11:17	14/10/2019 13:02	General, concerning both technical and financial aspects, your answer to Question 19	<p>In Question 19 you state that 'prices tendered for shall include all the costs to be incurred by the tenderers in order to fully implement the contract [...]'. "All inclusive" includes the technical infrastructure for proximity and/or near-shore services. In order to address your requirements, please can you list specifically what (a) you mean by technical infrastructure and (b) list all technical infrastructure necessary for proximity and/or near-shore services?</p> <p>This will address fair competition as the Incumbent is currently the only entity that knows, by experience, what such costs refer to and should entail.</p>	<p><b>14/10/2019</b></p> <p>(a) Technical infrastructure means hardware and software needed for developments in Proximity and Near shore services. (b) As stated in point 2.4. Place of delivery of Technical specifications "For Proximity and Near shore services: The contractor shall organize itself to provide this service, including the required infrastructure [...] - software products, [...] - hardware to support the services [...]". The list of software products in use at EEAS is available in Annex 11 of the Technical Specifications. It is up to the tenderer to identify and define the most appropriate hardware configurations to be able to use these software products for delivering Proximity and Near shore services.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
31	11/10/2019 11:38	14/10/2019 13:07	Point 4.2.2 of technical specifications and SLE annex - point 4.1	You mention that "KPI-1: Failure to provide a suitable proposal activates the payment of a compensation amounting to 10 LDU for each not suitable proposal. This indicator applies for requests in Time and Means and Proximity Time and Means or Quoted Time & Means or Proximity Quoted Time and Means". Can you please confirm that KPI-1 applies only if we reply to your request positively with a proposal and DOES NOT concern the case where we do not reply to your request?	<b>14/10/2019</b> KPI-1 applies also where there is no answer to the request. The different cases of failure to make a suitable proposal are listed in 4.1. Ordering process of the Service Level Agreement. The first case is "The contractor does not answer in the deadline (20 working days)"

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#	Submission date	Publication date	Question subject	Question	Answer
32	14/10/2019 13:46	15/10/2019 10:09	Part II technical specifications, point 2.4 Place of Delivery	<p>In Part II technical specifications, point 2.4 Place of Delivery there it is mentioned that for Proximity and Near Shore Services the contractor shall organize itself to provide Software products (Annex11) and Hardware, except for material, licenses or products not available on the market (but that can be provided by the EEAS during the time of a specific contract execution). a) If well understood, these costs have to be included in the proposed rates? b) Does that mean that all material, licenses defined in annex 11 and available on the market, will have to be foreseen? c) If so, what is the volume of licenses / use frequency to be foreseen? d) If so, and as for Proximity the uplift is by tender fixed on 60€, what if this uplift (which should also include the provision for SW and HW at our comprehension) is not sufficient as a provision? e) How to cope with the cost of possible new licenses, hardware that would be needed in the lifetime of the framework contract?</p>	<p><b>15/10/2019</b> (a) and (b): As stated in the Tender Specifications (6.3. Financial Tender), "the prices are all inclusive. This means that, unless otherwise mentioned in these tender specifications, prices tendered for shall include all the costs to be incurred by the tenderers in order to fully implement the contract ". This logically includes the costs incurred for the technical infrastructure (hardware and software) which supports all the software products mentioned in Annex 11 and used for Proximity and Near shore services. Please also note that "During the validity of the tender and the implementation of the contract, prices cannot be revised [...] they can however be indexed". (c): The prices must cover licenses corresponding to the level of activity presented in the Price scenario for the provision of Proximity and Near shore services (Annex 7 of the Technical Specifications). (d): The prices must be sufficient enough to cover all costs incurred for the provision of Proximity services corresponding to the level of activity presented in the scenario. (e): Under certain circumstances, the EEAS might consider the introduction of new software products not mentioned in Annex 11. In this case,</p>

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					mentioned in Annex 11. In this case, its possible use for the provision of Proximity or Near shore services will be done with the prior consent of the contractor, at no additional costs of whatever nature for EEAS.

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#	Submission date	Publication date	Question subject	Question	Answer
33	15/10/2019 10:09	15/10/2019 10:32	Subcontractors	<p>With reference to the documents which need to be provided in case of subcontracting, our understanding is: a) Subcontractors should be identified in the Request to participate form only in case that the share of the subcontractor is 10% or more. Can you please confirm our understanding or else specify further? b) The applicable administrative documents for Subcontractors are a legal entity form and the Declaration on Honour. No further documents i.e. a Letter of Intent or something similar is needed. Can you please confirm our understanding or else specify further?</p>	<p><b>15/10/2019</b>            a) Yes, we confirm your understanding. As indicated in the tender specifications point 4, "Tenderers must give an indication of the tasks that they intend to subcontract and are required to identify all subcontractors whose share of the contract is above 10%".            b) The applicable administrative document for subcontractors is the declaration on honour, as indicated in the tender specifications point 5.2 "The declaration on honour shall be provided by each member of the group in case of joint tenders... and by all identified subcontractors whose share of the contract is above 10%". However, "If the subcontractors' capacity is necessary to fulfil the selection criteria applicable to tenderers, they shall submit the relevant documentary evidence" (point 4.2 of tender specifications). Furthermore, according to point 5.3 of tender specifications "If a tenderer is relying on the capacities of other entities (e.g. parent company, other company in the same group, or third party) in order to achieve the required minimum level of the capacity, its request to participate must contain a signed and dated statement by the concerned entity which clearly confirms which relevant resources</p>

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					confirms which relevant resources shall be placed at the disposal of the tenderer for the performance of this contract". "Third party" concerns subcontractors as well.
34	15/10/2019 14:39	17/10/2019 10:12	Technical Tender - Annex 2	It is our understanding that the description of the tender is not included in the page limit of 80 pages of the technical response. Can you please confirm our understanding? Should we include this information as annex?	<b>17/10/2019</b> The description of the tender will be counted within the 80-page limit. Regarding the 80-page limit, please see the answer to question 2, Subject "Technical proposal page limit".
35	15/10/2019 14:42	17/10/2019 10:20	Technical Tender - Annex 6 - Q4.2	Is the EEAS expecting a full Service Management Quality Plan (SMQP) in this answer? Or is the EEAS only expecting the structure of the Service Management Quality Plan? In case an answer of the first question is yes, and considering this document can easily exceed 80 pages in its own, can we add it in the annex?	<b>17/10/2019</b> The description of your proposal of SMQP does not need to be long, but should provide enough information, in a clear and structured manner, to answer to question 4.2 in Annex 6 and to serve as a basis for the production of the full document described under point 8.3 of the Technical Specifications. This proposal will be counted within the 80-page limit. Regarding the 80-page limit, see the answer to question 2, Subject "Technical proposal page limit".

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#	Submission date	Publication date	Question subject	Question	Answer
36	16/10/2019 14:30	17/10/2019 10:24	Original hardcopies	In the invitation to tender we read: The hand-signed originals (Tender report and Declaration on Honour) must be sent by letter at the latest on the first working day following the electronic submission of tender. Our understanding is that we should use the following address for the delivery as presented in the contract notice: European External Action Service, BA.BS.3 — Information Technology Division EEAS Building, 9A Rond Point Schuman Brussels, B-1046 Belgium Can you please confirm?	<b>17/10/2019</b> Yes, we confirm that the hand-signed originals must be sent to the European External Action Service, BA.BS.3 — Information Technology Division EEAS Building, 9A Rond Point Schuman Brussels B-1046 Belgium.
37	16/10/2019 14:30	17/10/2019 10:32	Electronic Submission-Tender offer	In the e-Submission platform, in the Tender offer step, the following fields are mandatory: Total amount excl. Taxes, Total taxes amount, Total amount incl. taxes. Our understanding is that we need to include an indicative digit i.e. zero OR 1, in these fields so we can proceed with the submission and include our financial proposal in the relevant template provided by EEAS under the Financial Tender tab. Can you please confirm our understanding of else specify further?	<b>17/10/2019</b> As indicated in the e-Submission Quick guide in tender specifications point 3, you must fill in the total amount of the financial tender in EUR excluding taxes (which you get after calculating all prices and not 0 or 1), for total taxes amount you have to enter 0, then the total amount including taxes will be the same as the one excluding taxes. Moreover, you have to add your financial tender as a separate annex.

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38	17/10/2019 12:12	17/10/2019 15:41	Subcontractors	According to Q&A #33, our understanding is that in case tenderers aim to bring a subcontractor whose share is less than 10 % and it is not needed to fulfill the selection criteria, our understanding is that no administrative documents are needed from the subcontractor and tenderers only need to identify this subcontractor in section 1 "the candidate" and section 3 "subcontractors" of the document "request to participate form". Could you please confirm our understanding is correct?	<b>17/10/2019</b> As stated in point 4.2 of tender specifications "Tenderers must give an indication of the tasks that they intend to subcontract and are required to identify all subcontractors whose share of the contract is above 10%". If the subcontractor's share is less than 10% of the contract, there is no need to indicate a subcontractor in the Request to participate form nor submit any documentation relating to this subcontractor.
39	16/10/2019 15:28	17/10/2019 15:47	Technical Specifications - Ordering process - point 4.2.2	Procurement documents state: "The Contractor shall propose per requested profile at least 2 and maximum 4 qualified candidates for EEAS to choose from. For QTM requests, the proposal shall also detail the proposed approach, team's structure, roles, responsibilities and number of days per profile, activities and deliverables". Is it mandatory to propose for all QTM proposals at least 2 and maximum 4 qualified candidates for each profile/consultant included in the team ?	<b>17/10/2019</b> As stated in 4.2.1 Request, "QTM requests contain a Technical Annex detailing the different tasks to be executed and a total number of days for activities or profiles as well as the delivery deadlines". Only in case profiles are mentioned in the QTM request, the Contractor shall indeed propose per requested profile at least 2 and maximum 4 qualified candidates for EEAS to choose from.



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#	Submission date	Publication date	Question subject	Question	Answer
40	16/10/2019 16:26	17/10/2019 15:51	Technical tenders - award sub-criterion 2.1	<p>In technical tender award sub-criterion 2.1 you mention "processes, interfaces, responsibilities, structure...)" Please can you define what processes are you talking about? Please can you define interfaces?</p> <p>Interfaces within our organisation? Interfaces with EEAS? Interfaces with third parties? In the case interfaces concern our interface with EEAS, how is this different to sub-criterion 2.5 which addresses communication aspects?</p>	<p><b>17/10/2019</b> Processes is a generic term referring here to the manner in which the work/activities/information/knowledge ... are organized and coordinated to provide the service. It is up to the tenderer to specify the processes "to ensure the performance of the framework contract and specific contracts". Interfaces is a generic term for the interrelations between the different entities involved in the provision of services (including contractor, EEAS, third parties). Question 2.5 focuses on aspects of the communication process with EEAS.</p>
41	17/10/2019 10:23	17/10/2019 15:56	Layout of the technical tender	<p>Our understanding is that we can submit answer to the 4 blocks of the technical questions in separate documents as long as we do not exceed the limit of 80 pages in total (except for the examples of award sub-criterion 3.1 and 4.5 that are not counted in the 80 pages according to question &amp; answer #2). Could you please confirm our understanding is correct?</p>	<p><b>17/10/2019</b> We do not confirm your understanding. As stated in 14. Annex 2 – Technical tender, "The tenderer will provide the information requested in annexes 2, 3, 4, 5 and 6 (Technical tender) in one single document called "Technical proposal".</p>

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#	Submission date	Publication date	Question subject	Question	Answer
42	17/10/2019 11:45	17/10/2019 16:05	Technical specifications - point 7.2 (Steering Committee Meetings)	You state in terms of Contractor's entities the following:(Account Manager, Contract Manager, Service Delivery Manager ...). Do we have to stick with these three roles? If yes, what is the difference between an Account and a Contract Manager? Are we free to describe the organisational structure that we believe fits the purpose best? And decide on the entities their roles and responsibilities?	<b>17/10/2019</b> Indeed, in Technical specifications, point 7.2. Steering Committee meetings, it is mentioned "The Steering Committee is composed of the main stakeholders of the Framework Contract: the EEAS (Head of IT Division, Sector leaders) and the Contractor (Account Manager, Contract Manager, Service Delivery Manager ...)". However, you are free to describe the organisational structure that you believe fits the purpose best and decide on the entities, their roles and responsibilities, with or without these three roles.
43	17/10/2019 11:47	17/10/2019 16:08	The page limitations for the technical tender	Since we need to respect the 80 pages limitation, is it possible to put in annex all graphs and images that can depict graphically the text of the 80 pages? e.g. an organigramme to accompany the text for award sub-criterion 2.1?	<b>17/10/2019</b> All graphs, images (including organigrammes) will be counted within the 80-page limit.
44	17/10/2019 11:18	17/10/2019 16:10	Layout of the technical tender	Our understanding is that the cover, table of contents and question description are not counted in the limit of 80 pages. Could you please confirm our understanding is correct?	<b>17/10/2019</b> The cover and table of contents are not counted in the limit of 80 pages.

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#	Submission date	Publication date	Question subject	Question	Answer
45	17/10/2019 16:07	17/10/2019 17:12	Technical proposal page limit	In reference to Q&A 2, can you please confirm that the illustrative example of Q.3.2 can also be included in Annex and not be counted in the 80-page limit?	<b>17/10/2019</b> We expect practical examples illustrating tenderers' answer. These examples do not need to be complete document but rather concise illustrations. Therefore, the illustrative example of Q.3.2 will be counted within the 80-page limit.
46	17/10/2019 17:35	17/10/2019 18:09	Reference letters	Since customers in the public sector in some EU Countries tend not to sign statements, could it be acceptable to provide copy of the contract(s) and related invoices instead?	<b>17/10/2019</b> As indicated in tender specifications point 5.3.3 a) "For each contract in the table (list), the tenderer must present a client's reference letter relevant to Information Systems development, maintenance and consultancy service contracts performed during the past three calendar years specifying whether the services have been carried out in a professional manner in compliance with the contractual terms". Copies of the contracts and invoices will not be accepted.
47	17/10/2019 18:56	18/10/2019 12:32	References	Would you accept a declaration from the auditor, since the national law does not provide for the obligation for contracting stations to issue certificates of good execution?	<b>18/10/2019</b> Please note that the client's reference letters requested under point 5.3.3. a) of the tender specifications are not considered as the result of a national obligation, but as the result of the contractual relation between the tenderer and its his clients. Therefore, we expect client's reference letters.

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
48	17/10/2019 17:11	18/10/2019 12:35	Request for extension of submission deadline	Can we please request an extension of the submission deadline by 1 week?	<b>18/10/2019</b> Please note that we do not consider extending the deadline. The deadline for the submission of tenders is 28/10/2019 at 16.00.
49	17/10/2019 17:23	21/10/2019 15:48	Annex 5 - Technical Tender - Award criterion 3.1	When requesting to specify the structure of QTM proposals, do you mean to provide a template or something else (e.g. a free-form description of the proposal structure)?	<b>21/10/2019</b> Structure refers here to a general description or plan showing the essential features of your answer. However, there is no requirement on the format of the answer. It is therefore up to the tenderer to decide on the most appropriate format of the information to be provided in response to the question.
50	18/10/2019 11:13	21/10/2019 15:54	Technical Proposal and page limitations	In relation to the page limitation - 80 pages, is it allowed to have some graphs in the 80 pages at reduced size and the same graphs as whole pages in an annex, which you can review if you wish or not?	<b>21/10/2019</b> All graphs will be counted within the 80-page limit. However, we accept that some graphs at reduced size, provided that they are clearly legible, can be duplicated in the annex at large size. In this case, duplicated large size graphs in annex will not be counted within the 80-page limit.

**Call for tenders questions summary**

#	Submission date	Publication date	Question subject	Question	Answer
51	18/10/2019 15:25	21/10/2019 15:56	Incumbent team size	As part of the financial model, EEAS refer to 61 FTE's. In the "technical specification" document page 26/84, KPI-3 refers to 70 FTE's and on page 33/84 and under point 1.6, EEAS refer to 80 consultants. In order to spread by a correct way and guarantying an equal treatment versus the incumbent knowing the correct number of FTE in place, can EEAS clarify which figure is the correct one.	<b>21/10/2019</b> All figures are correct. 70 FTE (61 + 9) represents the "estimated number of FTE per year", for the total duration of the contract (as indicated in the Annex 7 - Financial Tender - Price scenario). 80 consultants represents the estimation of the initial "volume of consultants requested by the EEAS during the first 3 months" (as indicated in Annex 3 – Technical Tender, for Sub-criterion 1.6)
52	18/10/2019 23:54	21/10/2019 15:57	Existing team	a) Could you please clarify the size of ISDLS incumbent team? b) What is the exact size and composition (profiles) of the team that the new contractor will have to take over?	<b>21/10/2019</b> The size of the existing team is not relevant for this call for tenders. As stated in Annex 3 – Technical Tender, for Sub-Criterion 1.6, a volume of 80 consultants is estimated at the start of the first specific contracts. The Sub-Criterion 1.6 also mentions the main profiles "(IST, BED, DBD, FED, FSD, BRA, BIA, AAR, ENA, PMC...)" at the start of the first specific contracts.
53	21/10/2019 11:44	21/10/2019 16:06	Submission	Considering that 28 October is a bank holiday in some countries: <a href="https://www.officeholidays.com/upcoming/month">https://www.officeholidays.com/upcoming/month</a> could you consider to provide an extension of 1-2 days for the submission and the dispatch of the original documents?	<b>21/10/2019</b> The Contracting Authority has decided to postpone the time limit for receipt of tenders to 4th November 2019 at 16:00. An official notice will be published in the Official Journal of the EU.

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
54	18/10/2019 15:28	21/10/2019 16:07	Deadline extension	While we appreciate that EEAS have declined all requests for extension so far. However, in reason of the numerous clarification questions concerning important aspects of the tender, as well as the requirement to collect client letters, which is requiring time with third parties, we would like to request a 2-week extension to the submission deadline. We hope you will find this request reasonable and acceptable.	<b>21/10/2019</b> The Contracting Authority has decided to postpone the time limit for receipt of tenders to 4th November 2019 at 16:00. An official notice will be published in the Official Journal of the EU.
55	18/10/2019 23:52	21/10/2019 16:08	Deadline Extension	Please consider extending the deadline for submission of Tenders for at least 2 weeks in order to allow Tenderers enough time to prepare and submit their offers.	<b>21/10/2019</b> The Contracting Authority has decided to postpone the time limit for receipt of tenders to 4th November 2019 at 16:00. An official notice will be published in the Official Journal of the EU.
56	21/10/2019 16:15	21/10/2019 16:22	New submission deadline	Considering that 1st November is a bank holiday in some countries: <a href="https://www.officeholidays.com/upcoming/month">https://www.officeholidays.com/upcoming/month</a> could you consider to provide an extension of 1-2 days for the submission of the tender? Instead of 4th November to 6th November? Appreciated	<b>21/10/2019</b> The Contracting Authority has decided to postpone the time limit for receipt of tenders to 4th November 2019 at 16:00. An official notice will be published in the Official Journal of the EU.

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Call for tenders questions summary

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#	Submission date	Publication date	Question subject	Question	Answer
57	21/10/2019 16:26	21/10/2019 16:35	Answer to Q#56	Considering that both 28th of October and Friday 1st November is a bank holiday in some countries: <a href="https://www.officeholidays.com/upcoming/month">https://www.officeholidays.com/upcoming/month</a> and the new deadline is Monday 4th November, could you consider to provide an extension of 1-2 days for the submission of the tender? Instead of 4th November to 6th November? Appreciated	<b>21/10/2019</b> Please note that we do not consider extending again the deadline. The deadline for the submission of tenders is 04/11/2019 at 16.00.

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#	Submission date	Publication date	Question subject	Question	Answer
58	18/10/2019 15:26	21/10/2019 16:41	LDU	We fully understand the application of the LDU's, and this thanks to description given by EEAS in the Call for tender. Where it become unusual is when the amount of this LDU is computed based on the rates per category of profiles. This raises a serious issue in relation to fair treatment regarding the competition. Our experience with the European Institutions procurement, and this in order to guarantee an equal treatment, is the LDU unit price if fixed by the institutions as part of the Draft Framework Contract and not computed on the basis of each tender financial model. Could you please propose an model that is equal for all competitors? In order to avoid any discrepancy between the different consortium, can EEAS agree to amend the financial model by fixing this amount?	<b>21/10/2019</b> After careful review of your request, the Contracting Authority considers that that the proposed model is fair and equal for all competitors and has decided not to amend the financial model.



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#	Submission date	Publication date	Question subject	Question	Answer
59	18/10/2019 15:00	21/10/2019 17:13	Original hardcopies	Our understanding is that the original hardcopies of the signed Tender Report and the Declaration on Honour should be sent to EEAS on 29/10/2019, the next working day after the submission deadline. Can you please confirm?	<b>21/10/2019</b> When the declaration(s) on honour and/or the tender report are signed by hand, a scanned copy must be attached to the tender in e-Submission. The hand-signed originals must be sent by letter AT THE LATEST on the first working day following the electronic submission of tender. With the new deadline (04/11/2019), this means the latest on 05/11/2019.
60	18/10/2019 23:50	21/10/2019 17:27	LEF	Our understanding is that in case of a joint offer with envisaged subcontracting, the “Legal Entity Form” shall be signed by each member of the joint offer, but is not required from subcontractors, regardless of their share. Could you please confirm our understanding or otherwise clarify?	<b>21/10/2019</b> A legally constituted consortium must present its own Legal Entity Form (LEF) which is different from the LEF of each individual member of the group. In such a case, the consortium's LEF shall be signed by the members of the group or by the person duly authorised to represent the group. In the case of a joint tender with no legally constituted consortium, each member of the must present its own LEF. In both cases, subcontractors, regardless of their share, are not requested to provide a LEF.

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#	Submission date	Publication date	Question subject	Question	Answer
61	18/10/2019 23:51	21/10/2019 17:32	Economic & Financial Capacity	In regards to evidence in economic and financial capacity, we understand that entities relied upon will also have to provide their profit and loss accounts and annual turnover, additionally to the "statement by the entity on whose capacity the candidate intends to rely" document. Please confirm our understanding or otherwise clarify accordingly.	<b>21/10/2019</b> Your understanding is correct.
62	18/10/2019 12:09	21/10/2019 17:46	Concerning the SERVICE FRAMEWORK CONTRACT - EN-3.Draft+Framework+Contract.docx_001. Could article I.11 be rephrased as follows:	Either party may terminate the FWC and/or the FWC and all or certain specific contracts by sending formal notification to the other party with six (6) months' written notice. The contracting authority may terminate a specific contract by sending formal notification to the contractor with twenty (20) working days' written notice when the provision of services is no longer required. If the FWC and/or a one or more specific contract(s) is are terminated: (a) neither party is entitled to compensation; (b) the contractor is entitled to payment only for the services provided before termination takes effect. The second, third and fourth paragraphs of Article II.18.4 apply.	<b>21/10/2019</b> After thorough analysis of the new drafting proposed, the Contracting Authority came to the conclusion that article I.11 of the draft Service Framework Contract cannot be rephrased.

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#	Submission date	Publication date	Question subject	Question	Answer
63	21/10/2019 11:39	22/10/2019 11:09	TECHNICAL AND PROFESSIONAL CAPACITY	In the document Request to participate form, section 6 Technical and professional capacity, table list of previous contracts, Cumulative value during the past three calendar years in EUR. How should tenderers fill in this cumulative value? Our understanding is that we should leave this cell blank. Thank you for clarifying	<b>22/10/2019</b> Please note that if the currency of your contracts is EUR and you have filled in the column "value in the currency of the contract", you can add the same amounts in the column "value in EUR". The cumulative value of contracts during the past three calendar years is calculated by taking the annual contract value of each year for which the financial statements are submitted.
64	22/10/2019 11:14	22/10/2019 11:23	Past three calendar years	Regarding the answer to question #12, if fiscal closing is December 31th, does "the past three calendar years for which accounts have been closed" mean 2016, 2017 and 2018 (i.e., from January 1st 2016 to December 31th 2018)?	<b>22/10/2019</b> Yes.

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#	Submission date	Publication date	Question subject	Question	Answer
65	22/10/2019 11:24	22/10/2019 15:45	Service Level Agreement (SLA)	In Annex 8 to technical Specifications (SLA) there is in KPI-1 (4.1. Ordering process) a compensation foreseen of 10 LDU if e.g. the candidate is accepted but s/he is afterwards declared unable to start his/her mission before the signature of the specific contract. In KPI-2 (4.2. Delivery process-Time and Means) we have also a compensation foreseen of 10 LDU if the consultant is unable to start after the signature of the specific contract. Are these compensations to be cumulated or are they exclusive?	<b>22/10/2019</b> For KPI-1, liquidated damages apply, among other cases, in case "the candidate is [...] declared unable to start his/her mission before the signature of the specific contract". For KPI-2, liquidated damages apply when the consultant is unable to start after the signature of the specific contract. The incapability to start the mission can only take place once, either before or after the signature of the specific contract. These cases are therefore exclusive.

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#	Submission date	Publication date	Question subject	Question	Answer
66	22/10/2019 11:25	22/10/2019 15:49	Phase-in	How is the Phase-In, transition to be invoiced? Will it be treated as a separate project and to be budgeted at the start of the contract (and thus not to be quoted now) or should it be included in the proposed rates?	<p><b>22/10/2019</b> The Contracting Authority will decide on and request the services at the start of the framework contract, among the activities listed in point 2.2 Activities of the Technical Specifications, by means of standard requests, as described in point 4. Ordering process of the Technical Specifications. As stated in the Tender Specifications (point 6.3. Financial Tender), "the prices are all inclusive. This means that, unless otherwise mentioned in these tender specifications, prices tendered for shall include all the costs to be incurred by the tenderers in order to fully implement the contract". This logically includes the costs incurred for the phase-in period.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
67	21/10/2019 17:22	22/10/2019 15:51	Takeover and inception phase - during the first 3 months	In the quality award criteria you request for our approach for the first specific contracts of the first 3 months. Is there going to be a specific Request for an official Take-over from the incumbent contractor? and if yes, will that request designate a 3 months period for the Take-over? Can you please clarify what are your expectations regarding this point?	<p><b>22/10/2019</b></p> <p>The Contracting Authority will decide on and request the services at the start of the framework contract, among the activities listed in point 2.2 Activities of the Technical Specifications, by means of standard requests, as described in point 4. Ordering process of the Technical Specifications. As stated in the Tender Specifications (point 6.3. Financial Tender), "the prices are all inclusive. This means that, unless otherwise mentioned in these tender specifications, prices tendered for shall include all the costs to be incurred by the tenderers in order to fully implement the contract". This logically includes the costs incurred for the phase-in period.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
68	22/10/2019 15:32	22/10/2019 16:02	5.3. Selection of economic operators; Criterion 5.3.3 a) Previous Contract	Concerning the supporting documents/evidence requested for 5.3. Selection of economic operators; Criterion 5.3.3 a) Previous Contract, some of the EU-Institutions are delivering their template with the mention: "This contract has been performed according to the contractual terms". Can you confirm us that this wording, slightly different with your proposed "specifying whether the services have been carried out in a professional manner in compliance with the contractual terms" is acceptable?	<b>22/10/2019</b> The wording "This contract has been performed according to the contractual terms" is acceptable to us.
69	25/10/2019 11:05	25/10/2019 14:06	Declaration on Honour	With reference to the declaration on Honour, our understanding is that in case of a consortium all entities including the consortium leader should include the N/A option in sections VII – SELECTION CRITERIA, 1 (b) and (c). The capacity of the consortium is declared in the Declaration of the Consortium Leader where the 2 (d) request will include a YES. Can you please confirm our understanding?	<b>25/10/2019</b> In case of the joint tender the selection criteria (economic and financial capacity, technical and professional capacity) are applied to the group as a whole. The VII Selection criteria section (1) of the declaration on honour must be answered "yes" by the entity(-ies) which comply with the selection criterion(-ia). In any case, the leader of the consortium must include "yes" answering to (2)(d) of VII Selection criteria, while the members of consortium will reply "N/A" to this question.

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#	Submission date	Publication date	Question subject	Question	Answer
70	24/10/2019 17:28	25/10/2019 14:07	Remote connection	“Is there any infrastructure for remote connection to the systems already in place in the EEAS (VPN, VDI) that can be reused or extended for the contractor access? If not, is there any preferred or standard method for this matter? (whether if it is for security or compliance reasons)”	<b>25/10/2019</b> For Proximity and Near shore services, remote connection to the EEAS environment may be necessary. The practical and technical modalities will be discussed between the Contracting Authority and the Contractor, taking in account the respective technical infrastructures as well as the security constraints.



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#	Submission date	Publication date	Question subject	Question	Answer
71	25/10/2019 12:55	25/10/2019 14:10	Daily Activity Assistant (DAM) - Annex 10 of technical specifications	In Annex 10 of the Technical specifications, there is a Daily Activity Assistant (DAM) foreseen (Chapt.22). Can you confirm that EEAS will order this profile and that the following tasks would be also taken under his/her responsibility: meeting reporting to EEAS , follow-up of the time-sheets, assist and organize the trainings. Can we consider that the DAM will be mandatory ordered by EEAS to be part of the governance team?	<p><b>25/10/2019</b></p> <p>It is up to the Contracting Authority to decide, during the execution of the contract, to request or not a DAM profile. EEAS cannot therefore confirm that a DAM profile will be ordered. Please note that the tasks mentioned in your question (meeting reporting to EEAS, follow-up of the time-sheets, assist and organize the trainings) are covered by the provisions mentioned in the Tender Specifications. As stated in « 6.3 Financial tender » of the Tender Specifications » “prices tendered for shall include all the costs to be incurred by the tenderers in order to fully implement the contract”. This means that prices must include all costs (contract management, delivery management, quality management, training of the contractor's staff, support resources, Service reports etc.) and all expenditure (management of the firm, secretariat service, etc.) incurred directly or indirectly by the contractor.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
72	28/10/2019 14:56	28/10/2019 18:00	Security clearance	<p>In Q&amp;A #28 EEAS is referring to 5.2." All staff proposed by the contractor must be eligible to obtain a personal security clearance (PSC) up to SECRET UE/EU SECRET or EU Member State equivalent at the date of signature of the specific contracts." However not all profiles have in their profile description the requirement: Security Clearance A Personal Security Clearance of level "EU SECRET/SECRET EU" might be requested for this profile How do we understand this omission? Can we have non-eligible profiles e.g. in Proximity, Near-shore as they will not be at EEAS premises?</p>	<p><b>28/10/2019</b> We confirm that, as stated in "Technical Specification, point 5.2 Security Clearance", "All staff proposed by the contractor must be eligible to obtain a personal security clearance (PSC) up to SECRET UE/EU SECRET or EU Member State equivalent at the date of signature of the specific contracts." This applies to all profiles (regardless of whether the profile description in "Annex 10: List of profiles" refers to Security Clearance or not) and all places of delivery (On site, Proximity and Near shore).</p>

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#	Submission date	Publication date	Question subject	Question	Answer
73	29/10/2019 18:25	30/10/2019 16:25	Proximity and Nearshore infrastructure	<p>In your answer to question 19, you ask Tenderers to take into account in their prices all costs associated to the infrastructure needed for the provision of Proximity and Nearshore services. On the contrary, in your answer to question 70, you state that the practical and technical modalities of such infrastructure will be discussed between the Contractor and EEAS upon award of the Contract. The above answers seem to contradict each other, since it is practically impossible for Tenderers to take into account and quote prices that include the respective costs of infrastructure that is not known and not defined in the tender specifications but will be discussed after contract award. In the frame of the above, could you please confirm that your answer to question 70 prevails and that all needs in terms of proximity and nearshore infrastructure will be defined after contract award (at the SC level), while the associated costs will be reimbursed by EEAS separately?</p>	<p><b>30/10/2019</b> We confirm the answer to question 19. As stated in the Tender Specifications (in point 6.3 Financial tender) "The prices for the tender must be tendered [...] all inclusive". "All inclusive" includes the technical infrastructure for proximity and/or near-shore services. Therefore, the associated costs for proximity and near-shore infrastructure will not be reimbursed by EEAS separately. They have to be included in the financial tender. In the "Technical specification, point 2. Service description" defines the services that might be performed by the Contractor and the Annex 11 gives the list of the software products in use at the EEAS. In answer to award sub-criterion 3.3, It is up to the tenderer to explain by what ways or means he makes sure that the technical infrastructure will be available for proximity and/or near-shore services. The answer to question 70 only concerns the remote connection to the EEAS environment if such a connection is necessary. We confirm the answer to question 70. The practical and technical modalities of this remote connection will be discussed between the Contracting Authority and the Contractor.</p>

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### Call for tenders questions summary

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#	Submission date	Publication date	Question subject	Question	Answer
74	29/10/2019 19:56	30/10/2019 16:28	Back-End and Front-End Developer Profiles - Certifications	A list of certifications are requested for the Back-End and Front-End Developer. Unlike other profile descriptions that mention that one of the listed certifications is required, these ones seem to indicate that all listed certifications are required. Our understanding is that all listed certifications are required, could you please confirm or clarify our understanding?	<b>30/10/2019</b> In "Technical Specifications, Annex 10: List of profiles", whenever more than one certification is mentioned, you can consider that only one of those certifications is required. So, for "Developer - Back-end Developer (BED)" and "Developer - Front-end Developer (FED)" only one of the Technical certifications listed is required. See also "Technical Specifications, Point 3.4 Levels" for the minimal set of certifications required per Level.

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