Call for tenders' details

Title: Provision of IT Consultancy Services in the Area of Web Development to the European Environment Agency and the European Commission (DG ENV and DG CLIMA)

Start date: 19/11/2020

Time limit for receipt of tenders: 04/01/2021

Contracting authority: European Environment Agency (EEA)

Status: Closed

Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	29/11/2020 17:38	14/12/2020 18:26	Definition of project assignments	How much time elapses between project assignments?	**14/12/2020** Projects (specific contract) are usually assigned on a yearly basis, most starting in the first quarter of the year. There are no periods without active contracts.
2	29/11/2020 17:38	14/12/2020 18:32	project approach	Each project assignment will be a pure "time and material" approach (just requiring an amount of mandays by skill) or might we expect a "by task" or even better a "by project" approach?	**14/12/2020** As specified in the Tender specifications in section 1.3.3. Delivery of services process, services will be provided based on Time &Means contracts. Please see the whole section for more details of how the services shall be delivered.

#	Submission date	Publication date	Question subject	Question	Answer
3	29/11/2020 17:39	14/12/2020 18:37	Project plan	What is the average elapsed time between notification of assignment and actual kickoff?	**14/12/2020** As specified in section 1.3.3. Delivery of services process: • Consultants proposed must be available for interviews at short term (within 10 working days from the receipt of the relevant curriculum vitae). • Consultants proposed must be available at the start of the project, as requested in the request for offer. The contracting authorities expect consultants to be available immediately after a specific contract is signed.

#	Submission date	Publication date	Question subject	Question	Answer
4	23/11/2020 15:04	15/12/2020 09:25	Why 20 Senior Consultants?	The tech specs require 20 Senior consultants. Given the fact that this call for tenders is for Plone-related development, it appears strange that obviously want to exclude typical Plone companies. There is almost no Plone company in Europe that can fulfill the requirement of 35 developers. So the call for tender excludes most of the Plone companies that have the knowledge for building and maintaining large Plone projects. Can you clarify the huge hurdles for Plone companies?	**15/12/2020** As specified in the Tender specifications in section 1.2. Subject of the contract, the services to be provided are not limited to Plone-related development. The IT services and support shall be in the following areas: • Web development with Python, Zope and Plone; Node.js, React and Elasticsearch; • DevOps operations with Jenkins, Docker; • Availability of 1st and 2nd level helpdesk support services of said web development. Note the list of technologies listed in section 1.3.2. In addition, the number of Senior Plone developers required is in fact minimum 5, with a minimum of 3 years' relevant professional experience in Plone for each CV. The other minimum 20 Senior consultants should have a minimum of 3 years' relevant professional experience (full time), covering collectively all the areas listed under section 1.3.2., meaning it is sufficient that one consultant out of the 20 has some experience in Plone for the "collectively criteria" to be fulfilled. Please note sections 2.1.2. Application and 2.1.3. Subcontracting for possibilities of submitting a tender as a consortium and/or with subcontractors. As stated in section 2.2.2 Selection criteria, in case of a

#	Submission date	Publication date	Question subject	Question	Answer
					2.2.2 Selection criteria, in case of a joint tender submitted by a consortium or in the case of a tender involving subcontracting, the economic and financial capacity, and the technical and professional capacity will be assessed in relation to the combined capacities of the members of the consortium and/or subcontractors, as a whole, to the extent that they put their resources at the disposal of the tenderer for performance of the contract.
5	23/11/2020 14:56	15/12/2020 09:31	Regarding Tender Specs, 2.2.2.2 In case of a consortium: is it sufficient that the sum of average annual turnover of all participating consortium members is at least 2.000.000 EUR?	Regarding Tender Specs, 2.2.2.2 In case of a consortium: is it sufficient that the sum of average annual turnover of all participating consortium members is at least 2.000.000 EUR?	**15/12/2020** Your understanding is correct. As stated in section 2.2.2 Selection criteria, in case of a joint tender submitted by a consortium or in the case of a tender involving subcontracting, the economic and financial capacity, and the technical and professional capacity will be assessed in relation to the combined capacities of the members of the consortium and/or subcontractors, as a whole, to the extent that they put their resources at the disposal of the tenderer for performance of the contract.

#	Submission date	Publication date	Question subject	Question	Answer
6	23/11/2020 11:54	15/12/2020 12:00	Technical and professional capacity - Proven experience in delivery of comparable services to similar clients	Is it acceptable to provide a list of 5 contracts, out of which only 1 in category (1) contracts currently undertaken?	**15/12/2020** Yes, as long as the other four contracts have been undertaken over the last three years and all the contracts are relevant to the services required by the contracting authorities, as requested in section 2.2.2.3. Technical and professional capacity, point 2.
7	25/11/2020 14:16	15/12/2020 12:35	Section 2.2.2.3. Technical and professional capacity.	1.- Competencies and experiences of the tenderer's managerial staff and staff designated to provide the services. For the Senior Consultant profile, the sum of the individual experience of all the CVs presented must be at least 3 years for each of the areas listed under section 1.3.2 or each CV itself must have 3 years of experience for each area?	**15/12/2020** Neither of the two applies. As specified in section 1.3.2. Mandatory requirements and expertise required, for the minimum 20 Senior consultants, each of the CVs submitted shall demonstrate a minimum of 3 years of relevant working experience in at least 5 of the software / programming languages listed therein as well as proven knowledge of the areas of expertise mentioned in the same section. All software packages and areas of expertise need to be covered collectively by the consultants proposed.

#	Submission date	Publication date	Question subject	Question	Answer
8	25/11/2020 14:17	15/12/2020 12:40	Section 2.2.2.3. Technical and professional capacity.	2. Proven experience in delivery of comparable services to similar clients. For a contract to be considered relevant, must the contract meet all the criteria of that section (a,b,c,d)? or each contract must meet some of the criteria and with the union of all the contracts meet all the criteria?	**15/12/2020** The second option applies. Each of the contracts must demonstrate that the tenderer has prior experience in one or more of the areas required. All contracts listed must then collectively demonstrate the experience in all the areas required (a, b, c, d).
9	25/11/2020 14:17	15/12/2020 12:46	2. Proven experience in delivery of comparable services to similar clients.	With respect to the list of cross-references between contracts and CVs. It is possible for a CV to have experience that is external to the contract references? This would be the case of a team member who has worked for another company. We understand that it is not mandatory that all CV experience is included in the project references and therefore in the cross-reference table. Is it correct?	**15/12/2020** Your understanding is correct. For the cross-referenced list required in section 2.2.2.3, point 2, tenderers shall only cross-reference the relevant proposed CVs with the list of contracts that were awarded to them.

#	Submission date	Publication date	Question subject	Question	Answer
10	04/12/2020 17:30	15/12/2020 13:44	2.2.3.1 Technical merit	In the tender specifications, section 2.2.3.1 Technical merit, point d, it is specified to "Describe the service provider's approach on how to design, implement, maintain an enterprise search application that can let users search for content that is published across a dozen of distinct Plone-based websites." Please clarify if by "enterprise search application" do you mean a standalone (web) application or something different? Please provide more details.	**15/12/2020** It is not clear what it is meant by standalone, as in practice there is nothing in IT that is standalone, every system being dependent on some other system in a way. It is up to the tenderers to interpret, imagine and describe the implementation and architecture of a search application which would allow to search across a dozen of distinct Plone-based websites.
11	08/12/2020 11:32	15/12/2020 13:57	Experts Experience	Dear Sir, Madam, Regarding the request from page 6, paragraph: "Each consultant who will be working with the EEA, shall have a thorough and proven knowledge and experience in at least 5 of the following software/programming languages", from Tender Specifications, please clarify us for which profile apply. Thank you.	**15/12/2020** The profiles for which the requirement shall apply are Senior Plone Developers, Senior Consultants and Additional consultants.

#	Submission date	Publication date	Question subject	Question	Answer
12	25/11/2020 09:12	16/12/2020 11:09	Services to be provided in the premises of the EEA	Please kindly indicate which of the foreseen services are expected to be performed inside the premises of the EEA.	**16/12/2020** It cannot be foreseen at this point which services will need to be performed at the premises of the EEA. As specified in the Tender specifications in section 1.4. Place of performance, for certain projects, depending on their requirements, it may be required that other services be performed at the EEA premises in Copenhagen. However, these services will be the same as the ones listed in sections 1.2 and 1.3.

#	Submission date	Publication date	Question subject	Question	Answer
13	25/11/2020 10:18	16/12/2020 11:54	1.3.2. Mandatory requirements and expertise required	Please clarify if the proposed staff for profile "Senior consultants - min 20 CVs" should include business analysts, graphical designers, DevOps consultants, quality assurance specialists, helpdesk engineers etc. and, if so, please clarify if the requirement from page 6 "proven knowledge and experience in at least 5 of the following software / programming languages [...]" is also applicable for such non-developer roles.	**16/12/2020** Each of the minimum 20 CVs for Senior consultants must have experience in at least 5 of the following technologies: • Plone 4/5 • Zope • Elasticsearch • Node.js • React • JQuery • Python • Docker • Jenkins. It is also expected that all of these consultants have proven knowledge of the following areas of expertise: • HTML5/CSS • Javascript • XML • JSON • SQL • Responsive web design development and mobile first design • Web development with RESTful APIs; • Good skills in writing technical specifications and reports. All software packages and areas of expertise need to be covered collectively by the consultants proposed. The minimum 20 CVs mentioned above represent the competences the contracting authorities seek for web developer profile. However, tenderers may include other IT consultant profiles that are not "full-fledged developers" such as IT consultant with experience in DevOps processes and tools or IT consultant with experience in helpdesk and training, as long as they fulfil the requirements set in section 1.3.2 and have a minimum 3 years of relevant working experience.

#	Submission date	Publication date	Question subject	Question	Answer
14	03/12/2020 16:17	16/12/2020 11:57	We would like to ask you a question that arises from reading the sheets.	We have doubts when reviewing the profiles you requested, regarding the additional consultants and wanted to confirm with you that these additional consultants (Additional consultants 5 Minimum of 3 years' relevant professional experience, who can potentially take over responsibility for providing the services in case of busy periods) with regard to profiles that can replace the Senior consultants or also could be referred to the rest of profiles, that is to say, Managerial staff, Senior project managers and Senior Plone developers. Thank you very much in advance. Best Regards.	**16/12/2020** The profiles to be covered by additional consultants are Senior project manager, Senior Plone developer and Senior consultant.

#	Submission date	Publication date	Question subject	Question	Answer
15	29/11/2020 17:37	16/12/2020 12:10	consultants and workload	The requested number of senior consultants should be 20+5. Should all consultants be available at the same time or it means the pool of consultants requested will be activated depending on the workload. Means the number of people working in a team can vary from week to week or from month to month?	**16/12/2020** Please note that the requested number of consultants in section 2.2.2.3. Technical and professional capacity is the bare minimum required for the purpose of the evaluation. It is expected to have all consultants active at the same time for the whole duration of the framework service contract (i.e. 48 months). In peak seasons (usually March-June and Oct-Dec) there is usually a need for even more consultants than the minimum CVs requested. However, it is difficult to foresee in advance how many more will be needed as it depends on the running projects.

#	Submission date	Publication date	Question subject	Question	Answer
16	22/11/2020 18:45	17/12/2020 10:13	Tender Clarification	We operate from Chennai, India. Would like to clarify on the following queries: 1. Whether our criteria matches the requirement 2. Else can we approach along with the European subcontractor. Please provide technical background about the projects.	**17/12/2020** As stated in section 2.1.1. of the Tender specifications - Eligibility, the contracting authorities can only sign a contract with an economic operator that has access to the market. Currently, this applies to all natural and legal persons from one of the 27 EU Member States, and from one of the additional EEA member countries, and to all natural and legal persons established in a third country that has a special agreement with the European Union in the field of procurement on the conditions laid down in that agreement. We refer you to the footnote no 4 for the list of eligible countries. The above requirements do not apply to subcontractors. You may find technical details about the work and projects in the Tender specifications, in sections 1.2 and 1.3.

#	Submission date	Publication date	Question subject	Question	Answer
17	29/11/2020 17:36	17/12/2020 17:03	knowledge and experience	"Each consultant who will be working with the EEA, shall have a thorough and proven knowledge and experience in at least 5 of the following software: Plone 4/5, Zope, Elasticsearch, Node.js, React, JQuery, Python, Docker, Jenkins" Please clarify the team expertise required: it means the the other areas like HTML5/CSS, Javascript, XML, JSON, ... must be added to the first group of areas? Example a consultant has proved knowledge in Plone 4/5, Zope, Elasticsearch,, Python, Docker and in addition should he/she have knowledge in Responsive web design development or JSON, or SQL?	**17/12/2020** As requested in section 1.3.2. Mandatory requirements and expertise required, each consultant must have proven knowledge of all the following areas of expertise: HTML5/CSS, Javascript, XML, JSON, SQL, Responsive web design development and mobile first design, Web development with RESTful APIs; Good skills in writing technical specifications and reports. In addition, each consultant must have a thorough and proven knowledge and experience in at least 5 of the following software / programming languages: Plone 4/5, Zope, Elasticsearch, Node.js, React, JQuery, Python, Docker, Jenkins.

#	Submission date	Publication date	Question subject	Question	Answer
18	11/12/2020 09:36	17/12/2020 18:31	Annex I, point 2.2.2.3, managerial staff	Could you please describe more closely the expected managerial staff (2 persons) from Annex I, point 2.2.2.3? Shall they be delivery leaders or team leaders or others? How do they differ from project managers?	**17/12/2020** Managerial staff are persons that have a supervision and coordination role over all Project Managers and developers involved in the implementation on the services under this call for tenders and that will be responsible for the overall management of the future framework service contract. Examples of tasks for the Managerial staff: discuss how to organise communication across all projects and developers; decide the division of the developers across teams and projects; decide when to include extra resources during peak periods to some of the development teams; discuss how to resolve prioritisation conflicts when there are multiple projects asking for the same developers; resource re-balancing, e.g. when a large project ends, discuss how to redistribute the developers that are freed up to other teams that have the need for more developers; escalation when teams do not meet quality requirements.
19	29/11/2020 17:37	17/12/2020 18:32	Team work?	The successful bidders have to start to operate and take over the work of existing providers or intend to work together in an existing team?	**17/12/2020** The successful tenderer will take over the work of the current contractor and work independently.

#	Submission date	Publication date	Question subject	Question	Answer
20	29/11/2020 17:36	17/12/2020 18:38	Volume of contract	"Volume of contract", How has the contract been estimated? Does exist a requirement or project list about the workload of each package?	**17/12/2020** The volume of the contract was estimated taking into account the consumption of the previous framework service contract for similar services, as well as possible new larger projects due to the Green Deal. You may find a list of projects with respective code repositories in section 1.3.1 of the tender specifications. Please note that the list is not exhaustive and new systems will be developed during the implementation of the future framework service contracts.

#	Submission date	Publication date	Question subject	Question	Answer
21	29/11/2020 17:35	17/12/2020 18:42	number of contracts	"As a minimum, there will be two contractors in the cascade, provided enough tenderers satisfy the selection and award criteria. A maximum number of three framework contracts in cascade will be awarded." Please confirm that the tender is intended to have a market consultation to distribute the work packages to different contractors?	**17/12/2020** No, the work will not be distributed to the different successful tenderers. The cascade mechanism is described in detail in section 1.2. of the tender specifications. In short, the contracting authority that wishes to place a specific contract sends a request for services to the first contractor in the cascade, and only in case the contractor does not accept the request for reasons which do not entail terminating the contract, or fails to observe the deadline for submission of an offer, or is in a situation of conflicting interests that may negatively affect the performance of the specific contract, the contracting authority may place the order with the next contractor on the cascade.

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
22	23/11/2020 15:01	17/12/2020 18:43	Q to Tender specs, 2.2.2.3	2.2.2.3 says " a list of at least five contracts awareded" How do you define "contracts awarded"? Many typical Plone company often work as subcontractor for larger agencies or larger companies (e.g. as part of EU projects)...in this case, a Plone company does not hold a contract although it is usually doing a larger portion of a Plone project. Are checkable references for Plone projects equivalent to "awared contracts"?	**17/12/2020** The EEA accepts as reference contracts in which the tenderers are subcontractors with the condition that the following is provided: all the information requested in section 2.2.2.3. Technical and professional capacity, point 2; the economic operator to which the contract is awarded, including contact details for potential check; percentage of total value of the contract subcontracted to the tenderer; description of the services performed by the subcontractor under the contract.

Generated on the 23/04/2024 08:32:14 - Generation time 14 ms