

Clarifications during tendering
F-SE-15-T01
Provision of Web Development Services
Questions and Answers II

Vienna, the 20/05/2015
Ref: 2015-outgoing-774

Reference: Open call for tender F-SE-15-T01 Provision of Web Development Services
Subject: Clarifications during tendering

Dear Sir/Madam,

We received questions of general interest from the tenderers. Please find herewith the answers to these questions.

Yours sincerely,



Constantinos Manolopoulos
Director a.i.

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Question 3:

Tender Specifications, pag 12, chapter 17.2.2 (b): "For Lot 1, tenderers are required to prove that they have completed at least three (3) projects in the last three (3) years (counting backwards from the deadline for submission of tenders) in the field of intranet web development services of an amount of at least EUR 50,000.00 each":

- 1a) According to Lot 1 scope ("provision of intranet and extranet web development services") is it correct to present also extranet projects?
- 1b) What type of documents are required in order to prove that the tenderers have completed at least three (3) projects in the last three (3) years?

Answer 3:

1a) Extranet projects can also be used as references for Lot 1 provided that they meet the requirements specified in section 17.2.2 (b). However, since intranet services are the main subject of Lot 1, it is expected that intranet, and not only extranet projects, are presented as references for Lot 1.

1b) As part of their Administrative proposals, tenderers must complete, for each project meeting the requirements specified in section 17.2.2 (b), a Form D.2 included in Annex C – Standard Submission Form. It is the responsibility of the tenderers to provide detailed enough information so as to allow the contracting authority to assess that the project presented meets the minimum requirements requested.

The contracting authority reserves the right to request from tenderers, before the award of the contract, proof of completion of the projects in the form of certificates, reference letters from clients or any other relevant document.

Question 4:

Please specify if estimated total value of EUR 1.400.000 for Lot 1 and Lot 2 is related to only one (1) year from the date of signature or if the amount includes also the three (3) renewals.

Answer 4:

The estimated total value of EUR 1.400.000 for Lot 1 and 2 is for the four (4) years of duration of the framework contract.

Question 5:

Regarding Annex A Tender Specs, p 12 Section 17.2.2 a2) "The CVs presented must have experience, collectively as a team, in all the products, technologies and tools listed in Annex A1..." Could you please confirm that the combined experience (with the required products, technologies and tools...) of all the profiles we present for the team, "collectively" is enough to be considered eligible; and that it is not a requirement that this group of profiles has already worked together as a team with the listed products, technologies and tools, (so as to have the experience "as a team")?

Answer 5:

We confirm that the CVs presented must cover, collectively, the products, technologies and tools listed for the corresponding lot. **It is not a requirement** that the experts presented have already worked as a team with the listed products, technologies and tools.

Question 6:

Regarding freelancers/subcontractors: We intend to work mostly with employees, but in case we include an individual freelancer in our project team,

- a) Could you please specify whether (s)he is considered a subcontractor in the eyes of the contracting authority?
- b) if so, we assume that none of these freelancers should be considered to have a share of 10%, or more of the contract value (given that such a scenario is very unlikely, even for the profiles that would be mostly in use on assignments). Could you please confirm?

Answer 6:

- a) Freelancers are considered subcontractors by the contracting authority, and therefore, tenderers have to comply with the provisions of section 11 of Annex A – Tender Specifications when including them in their offer.
- b) It is up to the tenderer to define, in Form A.5 of Annex C – Standard Submission Form, the percentage of subcontracting for each nominated subcontractor. In case a freelancer is included as nominated subcontractor in the tender and its percentage of subcontracting exceeds 10% of the contract, then it has to provide as well the documents requested in Part 1 of Annex A – Tender Specifications from subcontractors whose percentage of the contract exceeds 10% of the total contract value.

Question 7:

Regarding Annex A1 Tech Specs, p 10 Section 8.3 > "Communication must be possible outside normal working hours and the Contracting Authority must be assured of a prompt response."

Is the contracting authority expecting a specific service level agreement with regards to this requirement or is it up to the candidate contractors (each on their side) to define what they consider as a "prompt" response in the framework of this contract?

Answer 7:

The contracting authority does not foresee to sign a specific service level agreement with regards to this requirement. The contracting authority wishes to receive information from potential tenderers on how communication can be established outside working hours, if this differs from the communication channel(s) proposed during normal working hours.

Question 8:

Regarding the level of formality in the presentation of Part II. Considering that the grids for the profiles will be signed by the different candidates, we assume that page-numbering of Part II doesn't have to be continuous and that it is enough to have insertions of the grid-pages (signed by the profile-candidate and) with a paraphe of the person authorised to sign on behalf of the tenderer? Could you please confirm?

Answer 8:

Tenderers are free to number the pages of their Administrative Proposal in a consecutive or non-consecutive way, provided that all the forms requested in Annex C- Standard Submission Form are included. The selection grids have to be signed by the proposed experts and the Standard Submission Form must be signed by a person authorised to sign on behalf of the tenderer.

Please note that the CVs requested in section 17.2.2 of Annex A – Tender Specifications and their corresponding selection grids **should not be included in Part 2 of the offer**, which corresponds to the Technical Proposal. The CVs of the experts are requested as part of the selection criteria (technical and professional capacity) and therefore, they **shall be included in Part 1 – Administrative Proposal**, as described in detail in section 23 of Annex A.

As mentioned in page 22 of Annex A and in page 2 of Annex C, there is **no specific template to submit the Technical Proposal**. However, it shall be submitted in a separate sealed envelope and shall cover all aspects described in the **proposed scenarios** and address all the requirements of the technical award criteria described in section 18.1 of Annex A.

Question 9:

Regarding General Conditions, p 26, Art 2.15.6 - par 2. We assume that the reference to Art "1.2.2" should read "3.2.2".

Answer 9:

You are correct. The reference to article 1.2.2 should read 3.2.2, which is the period of execution of the tasks included in the specific contract.

Question 10:

What are your expectations (e.g. expected level of detail) with regard to the technical proposal? Is it sufficient to prove our knowledge in products, technologies and tools mentioned covering them by the CVs?

Answer 10:

The Technical Proposal shall address all the requirements of the technical award criteria as per Section 18.1 of Annex A – Tender Specifications. **It shall cover all aspects mentioned in the scenarios for Fixed Price Service requests and Quoted Times and Means Service requests described therein.** The Technical proposal shall be presented in a separate sealed envelope in accordance with the requirements stated in section 23 Part 2 of Annex A.

The experience of the tenderer with the products, technologies and tools mentioned in Annex A.1 – Technical Specifications shall be proven by providing CVs:

- (1) that meet the minimum educational and professional qualifications required in section 17.2.2 of Annex A – Technical and professional capacity and
- (2) that cover, collectively as a team, all mentioned products, technologies and tools (see answer 3 above).

Please note that, as clarified in answer 8 above, the proposed CVs are a selection criterion and therefore, they shall be included in the Administrative Proposal. They **are not part** of the Technical Proposal.