



OPEN INVITATION TO TENDER
AO/DSL/AZU-JBU/SkillsPanoramaUX/004/16

Request for Clarification (7) – Questions & Answers

Question No 1

We understand from the tender documentation that the target groups for the Skills Panorama portal are policy-makers, public and private employment services and educational, vocational or career/lifelong guidance service providers. The new user experience proposal of the country dashboard requires some integration and blending of content from the EURES website. However, we believe the target groups for both portals are likely not the same. For the aforementioned proposal, should we consider as target groups only the audience from Skills Panorama, or should we make it broader and include some target users from the EURES website?

Cedefop's answer to question No 1

For the new user experience proposal for the country dashboard, the target groups is the audience from Skills Panorama.

Question No 2

In regard to the roles and the required qualification and experience (pages 24-27 in the ToR) do all the criteria have to be met for each bullet point on the list for every individual, or if they are either/or in some cases.

Cedefop's answer to question No 2

The professional experience can start and be counted before the moment of acquiring the university degree.

Question No 3

Is it expectable the proposal be submitted in two official language of the European Union (English & Greek)?

Cedefop's answer to question No 3

No, the tenderers are not required to submit their offer in two languages. Please refer to point 1 of the Invitation letter, where is said that “*Tenders (and documents included in them) should be submitted preferably in English, but in any case in one (or in any) of the official languages of the European Union.*”

Question No 4

(Chapter 2.7, par. 2.7.1: 1) The meaning of the “copies of the professional qualifications of individual(s)”. 2) Is it mandatory these documents to be included in our proposal?

Cedefop's answer to question No 4

The case described par.2.7.1 is not relevant to requirements for the submission and content of the tender. Par 2.7.1 concerns the selected contractor (not tenderer) and it is about the procedure for an eventual replacement (if this is necessary) of an expert from the project team of the selected contractor.

For documents to be included in the proposal, please consult section 3.2.2.

Question No 5

If the subcontractor undertaking less than 10% of the work by value but the subcontractor participates in the project team, we would like to inform us which of the required documents must be submitted by subcontractor?

Cedefop's answer to question No 5

No documents are required for the sub-contractor in case his work by value will be less than 10%. Please refer to the text in the paragraph starting with “*Only in cases when:*” in point 4.2. (Subcontracting/ Subcontractors).

Question No 6

What is the average monthly traffic of the Skills panorama Portal in terms of volume (GB per month)?

Cedefop's answer to question No 6

You may find below the average inbound and outbound traffic data for the last 4 months:

January 2016

Inbound Average: 13.82 Kbps

Outbound Average: 264.97 Kbps

February

Inbound Average: 13.41 Kbps

Outbound Average: 208.09 Kbps

(Outbound network traffic is also affected by the proxy issue, so figures may not be very accurate)

March

Inbound Average: 13.82 Kbps

Outbound Average: 264.97 Kbps

April

Inbound Average: 14.61 Kbps

Outbound Average: 336.21 Kbps

Question No 7

3.2.2. Technical and Professional capacity:

On page 24 it is mentioned that:

“The tenderer must have performed at least four (4) contracts (either ongoing or completed), within the last three (3) years covering the below noted fields:

- *two (2) related to design and development of web applications for the visualization of quantitative data;*
- *one (1) explicitly related to user experience;*
- *one (1) related to branding or marketing,”*

whereas on page 27 it is mentioned:

“List of at least 4 contracts performed in the past three (3) years similar to the scope and nature as those required in this call for tenders) and with TOTAL minimum amount of 1,000,000 EUR (invoiced financial value for all contracts), describing the contracting authorities, the subjects, the amounts, the dates, the percentage and the specific tasks performed by the tenderer (please fill-in Annex G);”

Please confirm that the requirement on page 27 fully corresponds to the requirement of page 24.

Cedefop's answer to question No 7

Yes, the requirements on page 24 correspond to the required Proofs/ Evidences of professional capacity as listed on page 27, that have to be presented by the tenderer to prove his technical and professional capacity to perform the proposed contract.

Question No 8

Section '3.2.2 Technical and professional capacity', when defining the requirements for profiles SWD, WD, ST and TS, address 'University Degree in Computer Science'. As the Telecommunications Engineering Bachelorship has a high degree of common subjects with a Computer Science Bachelorship, we understand that a candidate with that university degree would be valid. Please confirm our understanding is correct.

Cedefop's answer to question No 8

Your understanding is correct. Computer science should be understood broadly. Thus, telecommunications engineering falls under computer science.

Question No 9

Section "5.1 Technical evaluation" of the Tender Specifications indicates for Award 3, "Quality of a proposal for a country dashboard user experience improvement", that the information to provide should be made by a user experience proposal and 1 page description.

We understand that there is no page limit applicable to the user experience proposal as such.

Could you please confirm?

Cedefop's answer to question No 9

As indicated in section 5.1, we expect one user experience proposal composed of 1 dashboard graphic proposal (no page limit) and 1 page of description/justification.

Question No 10

Financial proposal. According to the formula for the 'Individual Financial Score' in section 5.3 of the Tender Specifications ('Financial evaluation'), in case a tenderer proposes a cost of zero for one or two of the unit travel costs, we understand that the tenderer would obtain 5 points (according to the value for Z), while the other tenderers would obtain 0 points, independently of the price they have submitted in

their tenders (e.g. a tenderer proposing 100 euro per travel day and a tenderer proposing 10,000 euro per travel day would get the same 0 points).

As apparently this could distort the financial evaluation, we would appreciate if you could confirm that our understanding is correct and the formula will be applied as we have understood.

Cedefop's answer to question No 10

It will not be acceptable if unrealistic price (incl. zero) is proposed. Moreover the mathematical calculation of $(0/0)*5$ does not give 5 points. Please note that the offered prices for travels within Europe **MUST** be real market prices (please consult section 2.7.5).

Question No 11

Financial proposal. The Z values for travel costs (page 35 of the Tender Specifications) state 5 points for each item. As the total sum of the Z values is 100, the 'weight' of travel costs is 10 out of 100. As this percentage seems significantly higher than in any other procurement procedures (including the previous procurement procedure for the Skills Panorama), and taking into account that we expect that the actual travel costs during the project will be significantly lower than the 10% of the total price, we would like to confirm if these values are correct.

Cedefop's answer to question No 11

Yes, the maximum points per category are correct. They are established for evaluation purposes only and are not directly linked to the total value of the contract, i.e. it does not mean that 10% will be dedicated to travel costs.

Question No 12

Financial proposal. Page 37 of the Tender Specifications include three final paragraphs regarding 1) possible arithmetical errors in the financial offers, 2) possible discrepancies between unit prices and total amounts, and 3) and the no obligation of Cedefop to contract the estimates for quantities.

Nevertheless, we understand that our financial offer should just include the contents in Annex H (which only includes unit prices), and we do not need to include any calculated price scenario with total amounts of quantities. Therefore, we understand that the three mentioned paragraphs are not applicable in this specific procurement procedure.

Could you please confirm our understanding is correct?

Cedefop's answer to question No 12

We confirm your understanding for points 1) and 2) of your question. We also confirm that your Financial Offer should just include the contents in Annex H.

The statement in the last sentence on page 37 of the Tender Specification (*"Please note that Cedefop estimates for quantities are indicative and do not constitute any kind of legal obligation for the Centre"*) IS VALID. This statement is related to point 1.5 (Value or Quantity of Purchase) in the Tender Specifications. The information on value of the Framework Contract is purely indicative, shall not be binding on Cedefop and should not be considered as a warranty as to the final value of the contract. The sum of the amounts of the successive Order Forms that will be issued after the Framework Contract is signed may not reach the a.m. estimated value for the Framework Contract. Cedefop will be contractually bound only by the amounts effectively entered in the successive signed Order Forms. The total value of the framework contract will ultimately depend on the orders which Cedefop may place through Order Forms.