European Centre for the Development
of Vocational Training

OPEN INVITATION TO TENDER

AO/ECVL-RES/PHT-LT/Europass/011/2009
'Software and website development and support services for Europass'

REQUEST FOR CLARIFICATIONS (6) – QUESTIONS AND ANSWERS

Dear Madam/Sir,

In regards to the above mentioned open Tender Procedure please find below the Answers of Cedefop to the Questions, which were raised by one potential tenderer.

Question 1:

Timeframe
What is the overall timeframe of the handover project? Means for how long is support from the current support organization guaranteed?

Answer of Cedefop to Question 1

Cedefop plans to dedicate a total of ca 30 man-days for the handover of the project, distributed over the two months after signature of the contract.

Question 2:

Deadlines
Are there already any deadlines set for the implementation?

Answer of Cedefop to Question 2

The development of Europass web resources started in 2004. Successive development phases were carried out. The implementation of the next phases will depend on the priorities set by the European Commission together with Cedefop and the National Europass Centres, and also on the resources available.
As mentioned in the text, the task 4.3.2 is expected to be performed within the 1st year. The time-schedule and work-plan are part of the award criteria, and shall be evaluated accordingly.

Question 3:

Existing defects
Does a list of existing defects exist? How many positions does the list contain? Will the existing support partner solve these defects?

Answer of Cedefop to Question 3

All deliverables provided by the current contactor are covered by a guarantee. Bugs reported by Cedefop are recorded and fixed using a tracking system (bugzilla).

Question 4:

Par. 4.2.9
Will the chosen contractor receive legal support from Cedefop regarding requesting working permits for the different countries for which on-site services are requested?

Answer of Cedefop to Question 4

On-sites services are required only on Cedefop's premises, located in Greece. Support to the National Europass Centres will not require staff on a permanent basis.
The successful tenderer must ensure that the staff seconded to Cedefop's premises (on-site support) does not infringe the Greek employment legislation.

Question 5:

Par. 4.2.3
How many releases (major with new functionalities/modules and minor with patches/bug fixing) are expected every year? Is there a fix schedule?

Answer of Cedefop to Question 5

The work-plan for task 4.3.2, including the planning of releases/patches/bugfixing, is part of the award criteria, and therefore will be evaluated accordingly during the tender evaluation.

As already specified above (see Answer to Question 2), the volume of tasks to be carried out depends on the priorities set at European level and also on resources available. A schedule will be set for every specific Order (date of delivery).

Par. 2.5. of the tender specifications gives an estimation of the yearly volume of services: "*The estimated volume of services is expected to be covered with approximately 740 person-days per year, of which approximately 215 person-days per year are for on-site services: circa 200 for the "technical project manager" profile and circa 15 person-days for the "technical support" profile. It is important to note that these figures are given for informational purposes only and Cedefop is not legally bound to reach the forecasted volume. In addition, the use of the contract may not be evenly distributed over the years.*"

Patches are used for the deployment of updates, especially for the Europass Mobility management tool.

Bug fixing is a continuous process independent of the volume of services. A special attention is paid to bug fixing as part of the quality management.

Question 6:

4.2 - General description of services to be provided
How many persons are dedicated to the operation of the applications listed in this offer? What are the details of the agreed SLA for the operational services in terms of availability, support etc.? What is the actual support effort from operation per year?

Answer of Cedefop to Question 6

The tenderer shall propose a project team, which will carry out the services, according to the profiles specified in point 4.6 and as described in 5.2.2.2(1) and 7.2.6 of the Tender Specification. The estimate volume of services is specified in point 2.5. An explicit definition of SLA is not included in the text of the Tender Documents, as it's up to the tenderers.

Question 7:

Who are the decision makers? Is it Cedefop?

Answer of Cedefop to Question 7

Cedefop was mandated by the European Commission to develop Europass web resources, in close cooperation with the National Europass Centres. The contractor will report to Cedefop.

Question 8:

Par 4.6.6
Is this profile already active and who is the actual responsible? Are there any restrictions for persons being active in other similar bodies?

Answer of Cedefop to Question 8

The profile does not currently exist. No restrictions are applicable provided that there is absence of conflict of interest.

Question 9:

What is the current organization structure for Europass? Who is the steering board? Who is project management?

Answer of Cedefop to Question 9

Europass is an initiative of the European Union, managed by the European Commission. Cedefop, the European Union agency dealing with the EU vocational education and training policy, was explicitly mandated to support the Commission in the implementation of Europass, especially to develop web resources.
Decisions are taken in agreement with the European Commission and in close cooperation with the National Europass Centres.

The contractor should report to Cedefop.

Question 10:

Our company will offer in consortium. Both companies' headquarters are located in Switzerland. Is it right, that we can participate in the tender in this constellation? (tender chapter 6 S.28)

Answer of Cedefop to Question 10

Yes, tenderers from Switzerland are eligible for procurement procedures of Community institutions. Also the establishment of a consortium is possible, according to point 6.1 of the Tender Specification: "*Groupings (consortia), irrespective of their legal form, may submit a tender on condition that it complies with the rules of competition*".

Question 11:

Par 4.3.2.2
Which level of WAI/W3CA is required?

Answer of Cedefop to Question 11

Conformance Level A of the W3C is required.

Question 12:

Par 4.3.2.2
Do the differences in the templates only refer to appearance / graphical design or do they also include functional differences?

Answer of Cedefop to Question 12

Cedefop plans to modify both
- the structure of the CV (for example adding, removing or merging headings) and
- the layout (for example giving the option of a short version of the CV (resumee).

All changes are subject of approval by the European Commission, in close cooperation with the National Europass Centres.

Point 4.3.2.2 (13) refers to template differences regarding "format and layout" only.

Question 13:

Par 4.3.2.2
Do the templates depend on language/alphabets (if yes, please specify)?

Answer of Cedefop to Question 13

The content of the templates of the five Europass documents are the same in all languages - the texts are translated from English or from French.

Question 14:

Corporate design - Par 4.2.2., 4.3.2.2., 4.3.2.3
Are there specifications concerning a CD/CI for the tool, the website?

Answer of Cedefop to Question 14

Graphic elements such as logo, banners, etc. will be provided by Cedefop to the successful tenderer (selected Contractor).

Question 15:

Usability Tests - 4.3.2.1
Is the number of test users fix or just a recommendation? Is there a particular reason (e.g. tests in a certain number of countries)?

Answer of Cedefop to Question 15

This number of 100 test users has been given to ensure a fair assessment of offers. Also, it represents a reasonable size for such a panel given the diversity of target group (gender, age, level of education, nationality, etc).
Therefore, offers should be based on this figure.

Question 16:

Usability Tests - 4.3.2.1
Are there particular requirements concerning the test result analysis? (all qualitative, are quantitative reports required?)

Answer of Cedefop to Question 16

The successful tenderer should elaborate a performance methodology containing quantitative aspects (for instance, percentage of user satisfaction) and qualitative input (problems encountered with the structure of the CV, the help or the online tool, etc.) to provide tangible results for the revamp of the site.

Question 17:

Usability Tests - 4.3.2.2
Please specify: "shareable by other web-sites and on-line services".

Answer of Cedefop to Question 17

Point 4.3.2.3 of the tender Specification specifies: *"....(e.g., microformats, consider use of tag annotation, RDFa, DBPedia.".* Please see also point 3.5 and Reference [6] of the call for tenders.