

**CEDEFOP**European Centre for the Development  
of Vocational Training

FINANCE AND PROCUREMENT SERVICE

RS/PRO/YSIRAK/RB(2015)02184  
Thessaloniki, 21 August 2015**OPEN INVITATION TO TENDER**

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**AO/DSI-RS/PHT-ASIA/EuropassServices/007/2015****”Support and Development services for Europass web resources”**

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REFERENCE: **Contract notice – 2015/S 127-231313**

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**CLARIFICATION (3) – QUESTIONS AND ANSWERS**

Dear Madam/Sir,

In regards to the above mentioned Open Tender Procedure please find below the answers of Cedefop to the requested Clarifications, raised by three potential tenderers:

**Question No 1**

*With reference to Tender Specifications, Section 3 “Specific information concerning participation to this tender procedure”, Section 3.2 “Selection Criteria”, Section 3.2.2 “Technical and professional capacity”, Table p. 25, we understand that for the profile “Onsite product manager (PD)” in which “experience with web technologies (Drupal, J2EE/Java, XML, Javascript/HTML/CSS, tablet-compatible websites)” is required, it is not mandatory that each of the proposed candidates should have experience with all of the web technologies mentioned, but the two (2) required CVs should collectively cover the experience in the different web technologies mentioned.*

*Please confirm that our understanding is correct.*

**Cedefop’s answer to question No 1**

Yes, correct, as explained in 3.2.2, point 4, second bullet.

**Question No 2**

*With reference to Tender Specifications, Section 3 “Specific information concerning participation to this tender procedure”, Section 3.2 “Selection Criteria”, Section 3.2.2 “Technical and professional capacity”, p. 26, “List of at least 3 contracts (up to max. 5) performed in the past three (3) years (by the deadline of submission of offers) that are similar to the scope and nature as the services required in this call for tenders (section 2.4) and with total amount of min. 900,000 EUR (invoiced financial value), describing the contracting authorities, the subjects, the amounts, the dates, the percentage and the specific tasks performed by the tenderer”, we understand that:*

*The scope and nature of the contracts to be provided by the Tenderer should be similar to the majority of the services as described in Section 2.4 of the Tender Specifications, including project management, business analysis and product management, user experience design, web design and development, testing, service management, service desk services, animation and support, as well as documentation. However, it is not required that each of the at least 3 contracts should cover all the web development technologies mentioned (i.e. J2EE, HTML5, Javascript, Drupal, PHP).*

*Could you please confirm whether our understanding is correct?*

### **Cedefop's answer to question No 2**

The minimum total amount (invoiced financial value) required is 900,000 euros for the 3 contracts together (not individually for each contract) performed in the past three (3) years, covering services that are similar to the scope and nature as the services required in this call for tenders. It is not required that each of the 3 contracts should cover all the web development technologies mentioned. However, the Tenderer shall bring evidence of his sound expertise in the web development technologies required.

### **Question No 3**

*Annex X2 defines that “3.1.5 - The proposed Cloud provider should be an independent, third-party, IaaS or PaaS provider (e.g. linode.com, digitalocean.com, AWS, Azure, etc.). After the end of the contract, it should be possible to maintain the same Cloud provider”. Could you please clarify the following:*

- a) *In case of a Tenderer which is both a Software and System integrator AND a Cloud Service (IaaS, PaaS, SaaS) Provider, is it a mandatory requirement to outsource the cloud hosting to a “third party independent cloud provider” or it would be acceptable for this Tenderer to provide the complete set of services including the Cloud hosting services based on its own facilities and infrastructure?*
- b) *Is it a “preferable” solution for Cedefop to use a third party cloud provider instead of the Contractor's own resources and Cloud Service infrastructure?*
- c) *Our understanding is that in case of a Tenderer which selects to outsource the Cloud hosting services to an independent Cloud provider, it is not necessary for this Cloud provider to participate in the Tenderer's offer as a partner, subcontractor or in any other form. In that sense, no document should be provided in the offer with regards to the third party/Cloud provider. Please confirm that our understanding is correct or clarify with detailed requirements in terms of the documentation required if not.*

### **Cedefop's answer to question No 3**

- a) *The proposed Cloud provider should be an independent, third-party, IaaS or PaaS provider (e.g. linode.com, digitalocean.com, AWS, Azure, etc.) external provider, as specified in Annex X2, par. 3.1.5. After the end of the contract, it should be possible to maintain the same Cloud provider.*

- b) The above reply under a) answers to this point too: Cedefop requires that the proposed Cloud provider be an independent, third-party, IaaS or PaaS external provider.
- c) According to Art 3.3 (Legal Position) of Tender Specification “*Tenderers may choose between submitting a joint offer (see 4.1) as a Consortium / Grouping or introducing a bid as a single tenderer, in both cases with the possibility of having one or several subcontractors (see 4.2). Whichever type of bid is chosen, the tender must stipulate the legal status and role of each legal entity in the tender proposed*”.

Also, in Art 3.2 is mentioned that “*An economic operator may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. He must in that case prove to the contracting authority that he will have at his disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place their resources at his disposal.*”

Finally, as per Article 4.2, “*Subcontracting is defined as the situation where the contractor, in order to carry out that contract, enters into legal commitments with other entities for performing part of the service. If awarded, the contract will be signed by the selected tenderer (the contractor), who will be vis-à-vis Cedefop the only contracting party responsible for the performance of this contract. Cedefop has no direct legal commitment with the subcontractor(s).*”

If the work by value is less than 10% of the entire contract, the tenderer doesn't need to submit any other document, apart from stating the identity of the subcontractor, the role and the percentage of work/ service subcontracted.

We prefer the Cloud provider to be a sub-contractor. However it is up to the tenderer to choose the type of cooperation with the Cloud provider.

#### **Question No 4**

*With regards to the Annex X2 reference to the “Patriot Act (pending Court case Microsoft vs USA)” and your examples for the Cloud Service providers (which include Azure), we understand that there is not any conflict of using Microsoft Azure for outsourcing cloud services in the frame of the contract. Please confirm our understanding or clarify.*

#### **Cedefop's answer to question No 4**

The Tenderer should present evidence that the external cloud provider meets the requirements specified in Annex X2, especially regarding data privacy, confidentiality and the clauses of par. 3.7. There is no prejudice against using Microsoft Azure, if it covers the requirements.

#### **Question No 5**

*Chapter 2.1 of Annex X2, states: “The tenderer must comply with the minimum service requirements presented here; however, the tenderer is allowed to propose an improved service level in each of the categories hereafter, as part of his offer for award criterion 4”.*

*Our understanding is that our proposal for the Service Management and our potential improvements to be proposed on the service levels should be described in our offer for*

*Award Criterion 2 and not in our respective offer for the Award Criterion 4 where we need to describe our approach for the Europass Customer Support Service. Please confirm that our understanding is correct and that the respective reference in the above point of Annex X2 should read “award criterion 2” instead of “award criterion 4”.*

#### **Cedefop’s answer to question No 5**

Correct, and thank you for spotting this mistake. The text should read “award criterion 2” instead of “award criterion 4”.

#### **Question No 6**

*Specifications, page 18: [...] “3. Set-up the Service Management for Europass services, preferably ISO 20000 compliant (e.g. ITIL 2007), including: Service strategy; Service Design (incl. Availability management; Capacity/Performance planning & management; Information Security Management, IT service continuity management); Service operation (incl. Service desk); Service transition (incl. Change management; Release and deployment management; Validation and Testing; Knowledge management).”[...]*

- a) *Our understanding is that our response to Award Criterion 2 should include our approach for setting up and operating our Service Desk structure (covering the requirements of section 2.3.4 of the specifications and chapter 4 of Annex X2) for the needs of the project since it is part of the Service Management to be Set up for Europass. Please confirm that our understanding is correct or clarify if not.*
- b) *In case that our understanding in a) above is correct, we understand that our response to Award Criterion 4 should not include our approach for providing Service Desk/IT helpdesk services, but should mainly focus on the description of the proposed Service Centre Platform. Please confirm our understanding or clarify if not.*

#### **Cedefop’s answer to question No 6**

As stated in the “Support documentation to be provided” for award criterion 4, the whole set of requirements mentioned in 2.3-4 regarding the Support service should be covered there. For the award criterion 2, in the part that regards the service operation – service desk, there could be a pointer to the documentation of award criterion 4.

#### **Question No 7**

*Could you please clarify whether Tenderers have to describe their approach for the “continuous improvement, design and development” of the project (e.g. their response to chapters 2.3.5, 2.5.4 of the specifications)? If so, could you please clarify the exact award criterion document which should incorporate this approach?*

#### **Cedefop’s answer to question No 7**

It should be in regard to Award criterion 1, as indicated in the text of the second column of the table: “*The proposal should also include a description of how the continuous delivery will be organised, as per section 2.5.4.*”

### **Question No 8**

*We would like to have some statistics on the use of the service:*

- a. *What is the average number of concurrent users of the “editors” application?*
- b. *What is the average number of concurrent users of the “api” application?*
- c. *What is the average CPU, Disk IO and Network use of one of the servers running the “api” and “office” applications?*

### **Cedefop’s answer to question No 8**

- a) Currently ca 1.7 million users use the Europass online editor every month. The distribution of the traffic is normal, i.e. more during the day (European time), more during weekdays (Mon-Fri).
- b) Same as a) above. The “api” application only serves as the backend part of the “editors” application.
- c) The current set of 10 servers with the given architecture (see Annex X1), is covering the needed performance with average usage of CPU, Disk IO and Network of the specific type of servers (Intel Xeon@2GHz, 4-8GB RAM).

### **Question No 9**

*Are there any errors logged when a LibreOffice instance halts?*

### **Cedefop’s answer to question No 9**

No interesting error message is produced. In any case, what is expected from the tenderer is their methodology for troubleshooting and reaching a solution or acceptable workaround.

### **Question No 10**

*What is the current size of the Main Europass Statistics Database, and on what rate does it grow?*

### **Cedefop’s answer to question No 10**

The database is currently 65GB and grows on a rate of a few GBs per year.

### **Question No 11**

*Except for producing and pushing the PDF reports, is Oracle Business Intelligence used by the Java Web application of the Statistics API?*

### **Cedefop’s answer to question No 11**

No it is not. It is currently used only for the PDF reports.

### **Question No 12**

*What is the status with Google Analytics tracking visits and downloaded documents instead of Apache log analysis with AWStats?*

### **Cedefop's answer to question No 12**

It is currently still in progress, i.e. not concluded.

### **Question No 13**

*In the various documents of the Request For Proposal (RFP), it is mentioned the following:*

*“The proposed Cloud hosting solution should either be certified as ISO 27001 (or equivalent) compliant. In the case that it is not certified, then the contractor should provide evidence of conformance to those standards (mandatory requirement).”*

*“Set-up the Service Management for Europass services, preferably ISO 20000 compliant (e.g. ITIL 2007), including: Service strategy; Service Design (incl. Availability management; Capacity/Performance planning & management; Information Security Management, IT service continuity management); Service operation (incl. Service desk); Service transition (incl. Change management; Release and deployment management; Validation and Testing; Knowledge management).”*

*As of today, it is not totally clear for us whether the mentioned ISO xxx certifications are MANDATORY or only a plus for the answer. Can you please clarify this issue?*

### **Cedefop's answer to question No 13**

As specified in par 3.2.2 of Annex X2, the proposed Cloud hosting solution should be certified according to ISO 27001 or equivalent standard. If not certified, the Tenderer should present evidence that the provider conforms to the requirements of ISO 27001 (or equivalent), in relation at least to the Physical environment.

As indicated in the text of the Tender specifications for the service management, the Tenderer should “preferably” (i.e. not mandatorily) be ISO 20000 / ITIL 2007 compliant or equivalent standard.