OPEN INVITATION TO TENDER

AO/DRS/ASIA/IWAMA/017/16

Interactive web and mobile applications – IWAMA

Request for Clarification (4) – Questions & Answers

Questions 1 to 14 apply to the RECON application mentioned in Section 5.1 Technical evaluation - Award Criterion 1 (page 28).

Question No 1

What is the Total No of users?

Cedefop's answer to question No 1

The number of internal users is 5. The number of external users (outside Cedefop) can go up to 700, depending on the vacancy notice.

Question No 2

What is the Number of concurrent users?

Cedefop's answer to question No 2

It is not measured. However, one can roughly calculate it based on the answer of Question 1 and the expected peaking of the traffic near the deadline.

Question No 3

What is the Number of users using web client?

Cedefop's answer to question No 3

All users are using web client.

Question No 4

Expected Number of External Users/Visitors?

Cedefop's answer to question No 4

See answer to question 1.

Question No 5

Total number of existing html/static pages?

Cedefop's answer to question No 5

There is 1 HTML page in the whole application; there are 127 aspx files (although these are not static pages).

Question No 6

Do you have any document such as PDF/Word etc?

Cedefop's answer to question No 6

The documentation is written in MS Word.

Question No 7

Are there any workflows defined?

Cedefop's answer to question No 7

No.

Question No 8

Can you provide details on these workflows?

Cedefop's answer to question No 8

Not applicable.

Question No 9

Can we expect other workflows in future? If yes please specify what kind of workflows.

Cedefop's answer to question No 9

Not applicable.

Question No 10

How is Access Control maintained?

Cedefop's answer to question No 10

Access control is maintained by the ICT service, together with the Human Resources service.

Question No 11

What are the different Levels for access control?

Cedefop's answer to question No 11

Please refer to annex K2 of the procurement documents.

Question No 12

What are the Business rules on Access Control?

Cedefop's answer to question No 12

Please refer to Annex K2 of the procurement documents.

Question No 13

Is there an LDAP/Directory Service being used?

Cedefop's answer to question No 13

Please refer to annex K2, section 3 of the procurement documents.

Question No 14

Do you currently use any kind of web analytics tools?

Cedefop's answer to question No 14

Not for this application (RECON).

Question No 15

"As mentioned in Section 4 of the procurement documents, 'economic operators registered in the EU and all EU citizens' are eligible to participate.

As mentioned in section 4.2: ' Tenderers are free to choose their subcontractors from both eligible and non-eligible countries. Thus, in principle all economic operators can act as subcontractors of eligible tenderers.'

We are a Group company having a registered office/entity in an EU country and a development center in a non-eligible country. Can we participate in the name of our an 'EU country' entity and subcontract with the 'non-eligible country' based entity for the execution of the project from our 'non-eligible country' office? Kindly suggest of such arrangement is acceptable?"

Cedefop's answer to question No 15

Your understanding is correct. According to point 4 of the procurement documents, Cedefop can **accept offers from and sign contracts** with tenderers from 36 countries, namely: the 28 EU Member States, 3 EEA Countries (Liechtenstein, Norway, Iceland) and 5 SAA Countries (FYROM, Albania, Serbia, Montenegro and Bosnia & Herzegovina).

But as regards subcontracting, tenderers are free to choose their subcontractors from both eligible and non-eligible countries.

Question No 16

On page no. 36 of the PDF file '1. AO-DRS-ASIA-IWAMA-017-16', a link is provided to download Legal Entity Form. We can see there are multiple forms on this link. Please suggest which form we need to download.

Cedefop's answer to question No 16

As mentioned on the same page of the procurement documents, tenderers must choose to download the Legal Entity Form depending on the nationality and legal status of the tenderer. This does not apply for the subcontractors.

Question No 17

On page no. 37 of the PDF file '1. AO-DRS-ASIA-IWAMA-017-16', a link is provided to download Financial Identification Form. We can see there are multiple forms on this link. Please suggest which form we need to download.

Cedefop's answer to question No 17

As mentioned on the same page of the procurement documents, tenderers must choose to download the Financial Identification Form, depending on the nationality of the tenderer. This does not apply for the subcontractors.

Question No 18

For meetings at CEDEFOP office, we expect the invitation letter from CEDEFOP for the visa processing. Kindly confirm that CEDEFOP will provide required assistance for Visa.

Cedefop's answer to question No 18

It is the responsibility of the Contractor to ensure visas to its employees when necessary. Cedefop may provide documents to the contractor such as an invitation letter to a meeting. However Cedefop can't have any involvement with visa processing, and cannot guarantee the issuance of a required visa, which is in the solemn discretion of the host Member State.

Question No 19

It's possible to specify the ratio of used technologies (JAVA, .NET, PHP) to a whole system e.g. JAVA 15%, .NET 70%?

Cedefop's answer to question No 19

Considering the whole spectrum of applications that are or may be dealt with in the contract, we could roughly assess, indicatively, non-binding and without obligation, as needing: .NET 50%, PHP/Drupal 20%, Java 10%, mobile application platforms (e.g. Android, iOS) 20%.

Question No 20

It's possible to provide number of issues/bugs/change request for last year (include priority and severity)?

Cedefop's answer to question No 20

There were 18 issues/bugs/change requests for the application RECON (Section 5.1 Technical evaluation, p. 28., award criterion 1). None of them was severe.

Question No 21

It's possible to perform code review of the application on source code basis or it is available code review provided by 3rd party?

Cedefop's answer to question No 21

Unfortunately, there is no code review available nor it is possible to perform code review at this point.

Question No 22

There are two diagrams in "Annex K4 - RECON Technical Architecture.vsd" file. Is the "OLD" tab diagram description of AS-IS architecture? Is the "NEW" tab of architecture CEDEFOP wants achieve after realization of change requests?

Cedefop's answer to question No 22

The "NEW" tab is the correct one and is showing the current architecture.

Question No 23

Why there are requirements for PHP and Drupal knowledge?

Cedefop's answer to question No 23

As mentioned in the procurement documents, the subject of the contract involves the provision of ICT services related to consulting, elicitation of user requirements, construction of web and mobile applications, etc. PHP and Drupal have a very large market share in what regards web application development and thus may often be the technology of choice for offering solution to incoming requests and projects from the business.

Question No 24

It's possible to invoice effort for estimation and analysis of the change request which won't be realized?

Cedefop's answer to question No 24

Yes, during the execution of the contract and if the analysis and estimation has been requested by Cedefop.

We remind you according to point 10 (page 5) of the procurement document *'all **costs incurred for the preparation and submission of tenders are to be borne by the tenderers and will not be reimbursed**'*.

Question No 25

Tender specifications, Section 3.2.2 Technical and professional capacity, Proofs/Evidences of Technical and professional capacity, p. 22. In the second bullet we read:

"Brief company profile to prove the ability, technical know-how, experience and expertise needed for the provision of the required services under this call for tenders, including a description of the ICT infrastructure (please fill-in Questionnaire 4 of Annex G);"

Since the company profile, however brief, supplemented by the description of the Tenderer's ICT infrastructure can span several pages, we understand that it acceptable to include in the Questionnaire a reference to a separate document in the Tenderer's Offer with the requested evidence. If this is not acceptable, please specify a maximum number of pages for ANNEX G – Questionnaire 4.

Cedefop's answer to question No 25

There is no maximum number of pages defined. However the company profile must not be too general and irrelevant but be focusing on proving the specific ability, technical know-how, experience and expertise needed for the provision of the required services under this call for tenders.

Question No 26

Tender specifications, Section 2.2.2 Task Profile: Senior Expert, Experience and knowledge, p.15. In the second bullet we read:

"In addition to the above, minimum work experience of 5 years in ICT, including 2 years at senior analyst level in Microsoft .NET on MS SQL, OLAP cubes, Drupal, PHP, Java and UX design."

1)   Our understanding is that the "senior analyst level" mentioned above refers to the seniority of the past experience, and not to the function of "analyst", e.g. as in "business analyst". Therefore, for example a person with 5 years ICT experience of which 2 years as "senior Drupal developer" is acceptable. Please confirm our understanding or clarify.

2)   Our understanding is that a candidate is acceptable with 2 years at senior IT level in at least one of the : Microsoft .NET on MS SQL, OLAP cubes, Drupal, PHP, Java and UX design, i.e. not in each of them and also not in all of them combined. Please confirm or clarify.

Cedefop's answer to question No 26

1) A "Senior Drupal developer" would not suffice for the profile of "Senior Expert". The requirement is to have (at least) 2 years experience at senior **analyst** among the other requirements that are explicitly described in point 2.2.2 of the procurement documents.

2) In point 2.2, page 13 of the procurement documents the following is mentioned:

*"Also note that for the WD and SE profiles, Cedefop is aware that it would be difficult for one person to be an expert in all mentioned **tasks/domains**. The tenderer will be asked in the selection criteria to present a set of CVs per profile which as a whole cover all the tasks/domains of the specific profile."*

Therefore, the candidate you mention is compliant, but the group of proposed senior experts should, as a whole, cover **all the domains** mentioned in point 2.2.2 of the procurement documents i.e. Microsoft .NET on MS SQL, OLAP cubes, Drupal, PHP, Java and UX design.

To clarify please note that all 'Senior Experts' proposed **must cover individually** the following:

- University degree or work experience of at least 3 years in ICT;
- In addition to the above, minimum work experience of 5 years in ICT including 2 years at senior analyst level in *Microsoft .NET on MS SQL, OLAP cubes, Drupal, PHP, Java, and UX design*.
- Excellent knowledge of English (speaking/reading/writing), level C1.

However, concerning the domains of Microsoft .NET on MS SQL, OLAP cubes, Drupal, PHP, Java and UX design, **the team of senior experts proposed must cover all of them as a whole**.

By analogy, the same applies for the profile Web and mobile Developer, as follows:

All 'Web and mobile Developer experts' proposed must cover individually the following:

- Minimum 2 years work experience as developer in **Microsoft .NET, mobile application platforms, database development, OLAP cubes, Drupal, PHP and Java**;
- Excellent knowledge of English (speaking/reading/writing), level B2.

However, concerning the domains of Microsoft .NET, mobile application platforms, database development, OLAP cubes, Drupal, PHP and Java, **the team of web and mobile developers proposed must cover all of them as a whole**.

Question No 27

Tender specifications, Section 5.1 Technical evaluation, p. 28. In award criterion 1, we read:

"1) the proposed output in terms of availability of the system and response time"

and

Annex K1 - RECON Application Description, Section 2 Access and Availability, p.1, we read:

"In case there is a job vacancy, the application needs to be available 24/7, especially during the last week. During the last week of the vacancy notice, there is an increased need for second level support. The first level support is ensured by the HR service."

There are no hosting services to be provided under the scope of the Framework Contract. Availability and response time of the system depend on the infrastructure in use and the quality of the system implementation. Therefore, the availability of the system and the response time will be out of the Tenderer's control. The Tenderer can only provide technical support to fix any failures and errors in an agreed response/resolution time during the job vacancy period. Thus, our tender should include a proposal for the availability and response time of the technical support service to be provided by the Tenderer and not of the RECON system. Please confirm or clarify.

Cedefop's answer to question No 27

Your understanding is correct. The tenderer is indeed not responsible for the infrastructure hosting the RECON system, but is nevertheless responsible for the well-functioning of the RECON application itself, indeed providing technical support to fix any failures and errors in an agreed response/resolution time during the job vacancy period. They are also responsible for liaising with Cedefop's ICT where needed in order to ensure availability.

Question No 28

Tender specifications, Section 5.1 Technical evaluation, p. 28. In award criterion 1, we read:

"2) a quantitative estimation of the contractor's resources needed;"

To allow us to estimate the expected resources, please provide us with a complete log of technical support and maintenance requests for at least the last two years. The log should include the effort needed by the previous contractor to resolve the requests.

Cedefop's answer to question No 28

We can't publish a complete log of technical support and maintenance requests, for security reasons. There were 18 issues/bugs/requests for change within the last year, out of which 5 for standby services during the vacancy deadline. The remaining 13 issues were less than one day work. There were 28 issues/bugs/requests for change the year before.
We believe that there is enough information in annex K of the procurement documents for the tenderers to make their proposal. Cedefop will take into account the information given to the tenderers.

Question No 29

Tender specifications, Section 5.1 Technical evaluation, p. 28. In award criterion 1, we read:

"3) an estimation for the number of meetings required."

To allow us to estimate the expected number of meetings, please provide us with the number and subjects of ad-hoc working meetings needed by the previous contractor to provide on-site support (e.g. advanced troubleshooting, complex technical analysis, etc.) during the last two years.

Cedefop's answer to question No 29

We believe that there is enough information in annex K or the tenderer to make a proposal. Cedefop will take into account the information given to the tenderer.

Question No 30

Tender specifications, Section 5.1 Technical evaluation, p. 28. In award criterion 2, we read:

"Description of the methods and tools for communicating with Cedefop on the contract management and monitoring of tasks"

Do you expect from the Tenderer to present its contract management and project monitoring methodology or its communication methodology only?

Cedefop's answer to question No 30

The criterion focuses on the quality of the communication methodology with Cedefop for the project. The Tenderer is free to include elements of any other methodologies that may touch upon it.