

FINANCE AND PROCUREMENT SERVICE

RS/PRO/YSIRAK/ RB(2015)02194
Thessaloniki, 28 August 2015

OPEN INVITATION TO TENDER

AO/DSI-RS/PHT-ASIA/EuropassServices/007/2015

”Support and Development services for Europass web resources”

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

CLARIFICATION (5) – 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

In Tender Document EuropassServices_007_2015, Section 2.5.2, p.18:

“2. Migrate all services (web/application/database servers) to the Cloud. See Annex X1 for the technical description of the current set-up and Annex X2 for the description of the Cloud Hosting requirements. Special attention to be given in the selection of the Cloud provider to the issues of data privacy and confidentiality.”

Question:

- a) *Where are the systems hosted now (on CEDEFOP’s premises or at a 3rd party) and who is responsible for hosting?*
- b) *Should the Tenderer migrate the Europass Statistics system to the Cloud? Is the Tenderer permitted to propose alternative software to substitute the ones currently used in the Statistics Architecture, e.g. Oracle BI?*
- c) *In Annex H -Financial offer form, we have noticed that the “Fixed fee for Cloud Hosting and Service guarantee” cost remains the same for all 4 years, which means that this cost will be eligible for the entire first year since the 1st day of the contract. Do you expect the Tenderer to migrate the existing systems to the new cloud provider from the beginning of the project and before the migration to Drupal is performed?*

Cedefop’s answer to question No 1

- a) The Europass site is hosted and managed at Cedefop premises, Thessaloniki, by Cedefop’s IT team and by the incumbent contractor.
- b) Yes, as stipulated in 2.5.2-2, all services should be migrated. Although there is no specific task included in the scenario(s) of the C4T which has to do with the Statistics architecture, however, the take-over, maintenance and further

development of Europass Statistics should definitely be considered to be part of the tasks of the successful contractor (further to appropriate Order Forms issued), who is expected to assume full responsibility for the entire Europass Statistics Architecture (outlined in Annex X1, section 5). An eventual proposal for possible alternative software will be assessed on a value-for-money basis, although Cedefop would prefer to keep the existing technology for at least one more year, considering the investment done until now for setting it up.

- d) No. As described in 2.6, migration and production availability on the Cloud are both expected for end of March 2016, not earlier. Please find published on the website a newly corrected Excel file for the Financial offer Form (***“Annex H - Financial offer form SECOND CORRECTION (as of 28/08/2015)”***), where a different amount for the Fixed Fee for Cloud Hosting and Service guarantee can be indicated for the first year in relation to the rest of the years.

Question No 2

In Annex H -Financial offer form, the Worksheet “Price for meetings”, the value in cell E5 does not agree with the formula in cell D5. Please correct Annex H -Financial offer form.

Cedefop’s answer to question No 2

Correct, thank you for the remark. A newly corrected Excel file for the Financial offer Form (***“Annex H - Financial offer form SECOND CORRECTION (as of 28/08/2015)”***) is published on the website.

Question No 3

In Tender Document EuropassServices_007_2015, Section 2.3, p. 16, we read:

“1. migrate the website’s (europass.cedefop.europa.eu) content and selected functionalities to Drupal;”

Questions:

- a) *Please provide the list of functionalities that you want to be migrated to Drupal, including short descriptions, so that Tenderer can better understand the scope and software prerequisites of the particular functionalities.*
- b) *Please provide the volumetrics of the website, i.e. number of pages, documents, images, links, news articles, volume of metadata, user records, etc.*

Cedefop’s answer to question No 3

Since the entire Europass website content and functionalities are publicly accessible and rather simple (about 80 pages in total, times 27 languages), it is estimated that, based on what is online, the Tenderers can easily have by themselves an overview of what is available and make a proposal for the migration.

Question No 4

In Annex X2 - Service Management details and hosting, Section 2.2 on p. 2 we read:

“The fixed monthly price shall include hosting, regular administration and maintenance services, troubleshooting, security and improvement patches, delivery of monitoring reports, any software license annual fees, guarantee of availability and support.

Depending on the tenderer’s proposal, there could be a start-up fee, which is an integral part of the offer. If this is the case, the start-up fee should be all inclusive, including choice of servers’ topology and architecture, setup and configuration, and any software purchase and installation related costs and will be reflected in Annex H (Financial Offer).”

Question:

- a) *Our understanding is that the Tenderer will not bear the annual software licensing costs of software such as Oracle BI, MS SQL Server 2012, etc. Please confirm or provide a list of system software that will be charged to the contractor.*
- b) *We read that the start-up fee should include any software purchase and installation, etc., and it should be reflected in Annex H. In which cell of the financial offer should such costs be inserted, as the cells related to “Fixed fee for Cloud Hosting and Service guarantee” are all locked to one uniform price for each of the four years of the project?*

Cedefop’s answer to question No 4

- a) For all software that is currently being used by Europass (as outlined in Annex X2), the license fees are covered by Cedefop.
- b) Please find published on Cedefop website a newly corrected Excel file for the Financial offer Form (**“Annex H - Financial offer form SECOND CORRECTION (as of 28/08/2015)”**), where a different amount for the Fixed Fee for Cloud Hosting and Service guarantee could be indicated for the first year in relation to the rest of the years. The fee for any software purchase proposed can be included in the sum of this cell. All services necessary for setting up the servers, architecture etc. should be included in the cell reading *“Migration of all Europass services to the Cloud; take-over effort (including 1 work month of a senior analyst in Cedefop premises); set-up of Service Management; set-up all measures necessary for establishing the SLA (2.5.2 1-2-3-4 and award criterion 2)”*.

Question No 5

In Tender Document EuropassServices_007_2015, Section 5.2, p. 32, we read:

“Define the structure and part of the proposed quality metrics, checklists, indicators, ways to measure and procedures, for each specific service.”

Question:

According to our understanding, by “each specific service” you mean the Europass Web resources (Europass website, EWA online editor, etc.). Please confirm our understanding or clarify.

Cedefop’s answer to question No 5

By “service” is meant mainly the services listed in 2.4, plus hosting. By extension, it can also be any service that will be provided by the Tenderer to Cedefop and to the end-users, as described under the Service Management.

Question No 6

In Annex G – Questionnaire 2, “List of principal projects/contracts (related with similar type of services covered in this call for tenders (see section 2.4 of the Tender Specification) performed in the past three years (2012, 2013, 2014), with the amounts, dates and customers, public or private.”

Tenderer / Consortium Member/ Subcontractor (as per above instructions)	Year	Project/Contract title	Customer	Amount of Contract €	% of work performed
.....	2012				
	2013				
	2014				

Question:

- a) *Our understanding is that we can provide projects/contracts that are still ongoing but have completed tasks/services until the deadline for submission of tenders. Please confirm.*
- b) *Our understanding is that we can provide projects/contracts that have started before 2012 but part of them has been executed in the period 2012-2014. Please confirm.*
- c) *Our understanding is that the field “the amount of contract” should include the invoiced budget in the period 1/1/2012 – 31/12/2014. Please confirm.*
- d) *Our understanding is that a project/contract that has been executed in the period 2011-2015 will be in 3 rows in the provided table (next to 2012, 2013, 2014, respectively) with the amount that has been invoiced in each year. Please confirm.*
- e) *Our understanding is that the limit of 5 projects does not apply to the list of principal services. We may include several projects by adding more lines. Please confirm.*

Cedefop’s answer to question No 6

In Paragraph 3.2.1 (Economic and Financial capacity) of the Tender Document it has been specified that by filling-in Questionnaire 2 in Annex G the tenderer has to prove that its average annual turnover for the last three financial years concerning the types of services covered in this call for tenders is at least 300,000 €. This information will serve as a signed statement of the tenderer’s turnover for the last three financial years concerning the type of services similar in nature to those making the subject of this call for tenders.

In the event of recommendation for contract award the winning tenderer (single tenderer or in the case of a consortium (grouping) each member of the consortium) will be requested to prove the above by submitting Audited Financial Statements (Audited Profit and Loss Account/ Statement or equivalent) if these are foreseen by the respective national legislation. Should total subcontracting exceed 40% of the work by value, Cedefop reserves the right to request audited financial statements also from the subcontractors.

- a) Your understanding would be correct as long it refers to paragraph 3.2.2 of the Tender Document (Technical and professional capacity and the proofs/ evidences for it) and Annex G, Questionnaire 3.
- b) Your understanding would be correct if this is reflected in/covered by the Audited Financial statements (Audited profit and loss Account/ Statement or equivalent) that should be submitted in the event of recommendation for contract award.
- c) Your understanding is correct.
- d) Your understanding is correct if you refer to paragraph 3.2.2 of the Tender Document (Technical and professional capacity and the proofs/ evidences for it) and Annex G, Questionnaire 3.

If you refer to Economic and Financial capacity (paragraph 3.2.1 of the Tender Document and Questionnaire 2 of Annex G) these amounts should be reflected in /covered by the Audited Financial statements (Audited profit and loss Account/ Statement or equivalent) for 2012, 2013 and 2014, that have to be submitted in the event of recommendation for contract award.

- e) Your understanding is correct.

Question No 7

In Annex G – Questionnaire 3, “At least three (3) contracts (up to 5) performed by the deadline of submission of offers in the past three (3) years (2012, 2013, and 2014) related with the provision of similar type of services covered in this call for tenders (section 2.4 of the Tender Specification) with a total minimum contract value (i.e. invoiced financial value) of 900,000 €.” and “Contract amount (in EUR):” and “Contract amount (in EUR) invoiced by the deadline of submission of offers of this Call for Tenders, corresponding to work performed by the Tenderer”.

Question:

Our understanding is that the field:

- a) *“Contract amount (in EUR):” should include the total amount of the contract. Please confirm.*
- b) *“Contract amount (in EUR) invoiced by the deadline of submission of offers” should include the invoiced amount in the period 1/1/2012 – 10/09/2015. Please confirm.*

Cedefop’s answer to question No 7

- a) We confirm that your understanding is correct.
For the contract in subject also the percentage (%) of work (by value) performed by the Tenderer/ Consortium member / Subcontractor should be filled-in the table in Questionnaire 3 of Annex G.
- b) We confirm that your understanding is correct.

Question No 8

In Annex X2 - Service Management details and hosting, on p. 3 we read: “The contractor shall provide a production environment and a staging environment for Cedefop use. Additionally the contractor will have its own testing/development environment.”

and on Tender Document *EuropassServices_007_2015*, on p. 12 we read:

“The selected Contractor is expected to ensure an optimal level of performance (maintenance and support) of the highly visible Europass platform and to provide hosting services to host production, staging and development environments”

Question:

Please clarify whether the Tenderer will host the development and testing environments on the cloud or at its premises.

Cedefop’s answer to question No 8

It is up to the tenderer to make an offer where the testing/development environment is hosted on the cloud or not and indicate the value that this may bring. Cedefop is mainly interested in the production and staging environments.

Question No 9

In Annex X2 - Service Management details and hosting, on p. 1 we read: “In general, high availability is required for the services towards the citizens (that is, all but the CMS), i.e. 99.9% or more (less than 9 hours of downtime per year).”

and on p. 4 we read: “Overall, systems downtime shall not overpass a total of 9 hours in one year, including any scheduled maintenance”

Question:

Less than 9 hours /per year downtime equals a 99,9% availability. Please clarify if you expect this availability level only for the citizen facing services (e.g. website and EWA editor) or for all the systems (e.g. CMS, REST APIs).

Cedefop’s answer to question No 9

The said high availability level is required for the services towards the citizens only.

Question No 10

In Annex X2 - Service Management details and hosting, Section 3.1.1, p.2:

“The hosting services that the contractor will be asked to provide under the contract will include:

- *managed Cloud-based hosting on dedicated servers in a controlled environment with support, including operating systems and databases. Servers should be located in the EU.”*

and Section 3.1.5, p.3:

“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.”

Question:

Our understanding is that the term “dedicated servers” refers to virtual servers and not physical servers, as this would not agree with the cloud-based hosting model, including the cloud services offered by linode.com, digitalocean.com, AWS, Azure. Please confirm our understanding or clarify.

Cedefop's answer to question No 10

Your understanding is correct. Virtual servers are considered acceptable.

Question No 11

With reference to "Annex X2 - Service Management details and hosting":

Could you please provide us with the SLA (indicators with expected values) currently in place or with the SLA that should be respected by the Contractor?

Cedefop's answer to question No 11

There is no explicit SLA currently in place. What exists is the terms mentioned in the corresponding Call for Tenders (<http://www.cedefop.europa.eu/en/about-cedefop/public-procurement/development-and-maintenance-services-europass-web-resources>) -- e.g. section 2.6, 2.9. 2.10 of the 2012 Call for Tenders text.

Question No 12

With reference to "Annex H – Financial offer form":

There are some infrastructure related costs that cannot be included in the current form of the Financial offer form.

Where should the Tenderer present these costs?

Cedefop's answer to question No 12

Please see the answer to Question 4 above.

Question No 13

I cannot find the Annexes D and E (legal and financial form).

Is there any form to structure the Cover letter?

Do these documents need to be filled by all or only by consortium leader's?

Cedefop's answer to question No 13

You may find [Annex D](#) (Legal Entity Form) available for downloading and depending on the nationality and legal status of the tenderer, from the link below to the following website:

http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

Legal Entity Form should be completed and signed by a representative of the tenderer (group / consortium leader in case of consortium, with indication of entity, name and function) authorised to sign contracts with third parties. It should not be signed by sub-contractors (if any).

Annex E (Financial Identification Form) is available for downloading depending on the nationality of the tenderer, from the link below to the following website:

http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_fr.cfm

The Financial Identification Form should be completed and signed by an authorised representative of the tenderer (group/ consortium leader in case of consortium, with indication of entity, name and function), but not by subcontractors.

All the information above is given at the end of the Tender Document, where all Annexes are specified (in particular for Annex D and Annex E).