

EUROPEAN EXTERNAL ACTION SERVICE



DEPARTMENT RESOURCES
ADMINISTRATION AND FINANCE

Directorate Finance and Corporate Support
Information Technology

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EEAS.MDRA.3/YDE

EEAS-386-DIVA3-SER-FWC – ISDLC

FIFTH LOT OF QUESTIONS/ANSWERS

Questions/answers:

- **Question 95: Annex I Service Requirements – Technical Teams**

In page 9 of 63 - 3.3. Technical Teams, Technical Team Leader and Profiles (Annex I Service Requirements), the EEAS states the following: “The following Technical Teams are considered by default:

- Development Technical Team(s) groups the following profile: APD, MOD, GID and DBD.
- Analyst Technical Team(s) groups the following profile: AAR, BRA and BIA.
- IS Tester Technical Team(s) groups the following profile: IST.
- Operation Technical Team(s) groups the following profile: DVA, DPA, TET, TEW and WEM.”. Could the contracting Authority clarify the following:

- a) Is the contracting authority expecting the bidders only present an offer where this Technical Team are respected?
- b) Would EEAS, respecting the ones defined by default, consider different options (definition of new Technical teams with different profiles distributions) always looking for the most cost-effective service organization?

Answer to question 95-a:

These Technical Teams are the ones given as a default example of our requirements at the time of execution of the contract. The renderers are requested to fill-out the Price scenario (Annex XI.b of the Tender Specifications) based on a number of Technical Teams without any changes to the Excel sheet scenario.

Answer to question 95-b:

Yes, but only at the time of execution of the contract, with the exception that some profiles are not meant by default to be part of a Technical Team.

These profiles, as stated on page 10 of the Service Requirement document, are:

- Project Manager Consultant (PMC)
- Enterprise Architect (ENA)
- Interface Designer (IND)
- Daily Activity Assistant (DAM)
- IS Quality Consultant (IQC)
- IS Security Consultant (ISC)
- Senior Study Consultant (SSC)

• Question 96: Annex I Service Requirements – Technical Teams Leaders

The EEAS states the following: “The following profiles will not be included by default in a technical Team as they will provide normally services directly under the control of an EEAS official (....)”.

Our assumption is that Project Manager Consultant (PMC), being directly under the control of an EEAS official, will be the ONLY ONE managing and interacting with our Technical Teams. Consequently, in case EEAS intends to launch a request for a complete Technical Team (based on agreed Technical Team Quality Plan), the final responsible to define, for instance; priorities, workload, scope management (...) in order to fulfill the agreed objectives will be the PMC and not the EEAS’s officials.

Is our understanding correct?. In case of different interpretation could EEAS clearly define how will apply the KPI-9 defined in the Service Level Agreement document if at the end the responsible for managing the Technical Team is not the PMC but the EEAS’ officials?

Answer to question 96:

The PMC will indeed be responsible for the software development projects under his responsibility. To achieve his project, the PMC will need to request resources from different Technical Teams (ex: Developer, tester, etc., Technical Teams). The PMC will deal with each Technical Team Leader he requested the assistance to achieve his project but each Technical Team Leader involved will remain responsible for the deliverables and the TTQP Quality compliance Key Performance Indicator.

Regarding the share of responsibilities between PMC and EEAS officials team, see answer to question 97 of this present document.

• Question 97: Annex I Service Requirements – Service Delivery

The EEAS states the following: “As a general rule, EEAS expects the Contractor to assume the delivery of a complete service, including management of its personnel delivered on-site in EEAS premises. This includes control of presence,

proactive management of planned absences and long term absences, management of continuous personnel training, ability to cope with fast changing resources needs, pre-screening of tenderers' personnel skills and experiences, etc. It is expected that the Contractor follows-up closely the quality and efficiency of the services delivered by its personnel (independently of the type of service requested) and always anticipate business risks associated to service delivered.”

We fully agree that any company should always keep close follow-up activities of the services provided by its consultants, nevertheless, it is our understanding that, in the case of Times & Means and Proximity Times and Means services (NOT complete Technical Team, QTM or PQTM), the EEAS' officials are the ones driving/managing the technical delivery of the activities. In other words, our understanding is that the companies' responsibility is to have the closed possible follow-up of our teams (without disruption the good management of EEAS's officials), provide suggestions/advice, risk identification., etc but never could be considered the final responsible for: scope definition, time scheduling, team organization and prioritisation, project performance, quality of the final deliverables....

Is our understanding correct?

Answer to question 97:

Projects portfolio management, scope of projects, priority between projects and business deadline definition is the responsibility of the EEAS officials' team.

The contractor will be responsible for all matters regarding its personnel as stated in the Tender Specifications documents, being grouped in Technical Teams or not, as well as for Technical Teams organization and performance. The contractor will also be responsible for the TTQP Quality compliance Key Performance Indicator (KPI-9) based on agreed levels of quality at specific contract signature, as stated in chapter 6 of the Service Level Agreement document (pages 15 and 16).

- **Question 98: related to answer to question n° 85**

Our understanding is that, in case we decide to reply in separate documents; cover page and table of contents does not count on the maximum length. Can you please confirm our understanding?

Answer to question 98:

Correct.

- **Question 99: related to answer to question n° 86**

Our understanding is that during the submission of the tender, permanent employees which has been in the company for less than 12 months, it is acceptable. Can you please confirm our understanding?

Answer to question 99:

No, the minimum reference period is 12 months.

- **Question 100: Annex I Service Requirements – CV Forms**

No provision has been made to compensate non-possession of a University Degree. We have many employees who doesn't hold a University degree but other non-university studies and who has large experience (over 10 years' experience). Taking into account that a person without university studies may also possess a large knowledge and experience, and even be a referent in his/her field, and in order to provide you the best candidates possible, could you please provide a non-possession of a University Degree compensation system and accept candidates without university degree? (e.g. year of university = extra year of experience)

Answer to question 100:

The conditions are the ones foreseen in the Tender Specifications documents and no "compensation" rule is foreseen for the time being.

- **Question 101: Annex IX – 5. Tenderer's capacity – CV Forms**

On page 4 of 4, Can you please detail what do you expect under "Release"? Our understanding is that version is acceptable.

Answer to question 101:

Correct.

- **Question 102: Annex IX 1. - Tenderer's Organisation Structure**

States that only certificates signed by the client will be acceptable as proof of delivery. Taking into account the short period we have before Christmas time, it will be almost impossible getting signed the certificates by the client by the submission date. For those cases where the certification cannot be obtained, could you please accept an affidavit signed by the provider declaring that the service has been effected ?

Answer to question 102:

No.

- **Question 103: Invitation to submit an offer letter**

General: As clearly stated in the Invitation to tenders "Request for additional information received less than 5 working days before the final date for submission of tenders will not be processed". It means that logically, the 26th December would be the last day for sending clarification requests and not the 17th December (as stated in Q&A 47) which means 10 working days before the final date for submission of tenders. Can you please reconsider extend the clarifications period until 26th December as originally stated on the Invitation to tenders?

Answer to question 103:

No. The 5 working days period you mention is based on working days at the European External Action Service. The period between the 24th of December

2014 and the 2nd of January 2015 is officially a holiday period for officials of the Institution, therefore not working days.

- **Question 104: Annex IX 1. - Tenderer's Organisation Structure**

Does this Call for tender overrules the Train User II frame agreement for e-Learning services ?

Answer to question 104:

No, the present call for tender does not cover the provision of specialized e-Learning developers as mentioned in the profile description at chapter 3.4.16, page 27 of the Service Requirement document, but Technical Trainers. Reference is made to e-Learning software in Tools and Methodologies section because more and more supporting documents are made using these software and Learning Management platforms.

[Signed]

Philippe RUYS
Head of Division