

Thessaloniki, 01/10/2010
RS/PRO/DELE/2010/673

OPEN INVITATION TO TENDER
AO/RES/ICT/ITK/Livelihood-RedDot/015/10
‘Livelihood Services – RedDot Services’
REQUEST FOR CLARIFICATION (2) – QUESTIONS & ANSWERS

Question Nr. 1

We kindly invite you to explain why the performance of the tasks by staff belonging to OpenText Certified partners is exclusively needed.

Cedefop’s clarification to Question Nr. 1

The performance of the tasks by staff belonging to OpenText Certified partners is not exclusively required. It is however estimated that 80% of the tasks require deep knowledge of Livelihood (for lot 1) or RedDot (for lot 2). Therefore, in case of consortia or subcontracting, these tasks must be performed by staff belonging to the OpenText Certified partners, this not excluding the tenderer himself.

Question Nr. 2

We kindly invite you to explain why the TS do not also allow tenderers which are not certified Opentext partners, but which employ fully competent staff in the fields required (i.e. Livelihood and RedDot), being in a position to prove such competence, to participate in the call for tender.

Cedefop’s clarification to Question Nr. 2

As reminded above, it is estimated that 80% of the tasks require deep knowledge of Livelihood (for lot 1) or RedDot (for lot 2). These tasks are of high operational sensitivity. Therefore Cedefop needs to ensure in the most objective and transparent way, i.e. through formal certifications, that the tenderer and his proposed staff are able to adequately respond to the requirements described in the tender specifications and if awarded the contract to perform those crucial tasks at the expected quality levels.

Question Nr. 3

We would like to kindly ask you to explain why some of the experts requested must hold official Certifications (i.e. Opentext/Redot). In particular, the TS impose indeed on tenderers to present in the frame of both lots only experts who happen to hold Certifications for technologies issued by the vendors in question (i.e. Livelihood and RedDot).

Cedefop’s clarification to Question Nr. 3

It is not correct that the Tender Specifications impose on tenderers to present in the frame of both lots experts who happen to hold certifications for technologies issued by the vendors in question (i.e. Livelihood and RedDot) This kind of certification is required only for one expert out of the 5 requested in section 3.2.2(3).