

**OPEN INVITATION TO TENDER****AO/DRS/ASIA/IWAMA/017/16****Interactive web and mobile applications – IWAMA
Request for Clarification (3) – Questions & Answers**

Question No 1

In relation with the answer provided by Cedefop to Question No.4 (Clarification 2 – Questions & Answers), Cedefop requires to provide a solution integrated with Cedefop's intranet although the technologies used for this Intranet are not required in this procurement procedure. Is our understanding correct?

Cedefop's answer to question No 1

No integration or relation with Cedefop's Intranet website needs to be considered. It was only clarified that the solution should be thought as targeting Cedefop's staff, accessible mainly from within Cedefop's network (intranet).

Question No 2

Section 5.1. Technical evaluation, p. 28: "Description of the methodology to answer to the following two requests by Cedefop. Your proposal should include elements of a make-or-buy, market survey and paid-vs-open-source analysis. For both applications, discuss how you would recommend to make them available to mobile devices."

- a) Does "Criterion 3" concern our method for answering requests only and not our technical approach for providing the actual services?*
- b) Our understanding is that no technical details of the solutions needs to be provided as part of the tender, but only the methodology for answering the requests. If our understanding is not correct, please provide further details (integration requirements, security requirements, complete list of requirements / use cases, preferred technologies, performance requirements, etc.).*
- c) Our understanding is that no project plan needs to be provided as part of the tender, but only the methodology for answering the requests. If our understanding is not correct, please provide further details regarding the time plan as well as any additional organisational constraints.*
- d) Should our tender present only the methodology for "make-or-buy, market survey and paid-vs-open-source analysis" or should we do this analysis and present the results?*

Cedefop's answer to question No 2

- a) The tenderer is expected to present the way they would respond to the specific two requests mentioned. Whether this will include a technical approach is up to the tenderer and is part of their proposed methodology.
- b) See a). Whether technical details of proposed solutions are provided is up to the tenderer and is part of their proposed methodology, including any requirements elicitation activities and related pre-work.
- c) Whether a project plan is provided is up to the tenderer and is part of their proposed methodology. For reasons of simplicity, no special organisational constraints need to be considered for the proposal.
- d) In order to assess the tenderer's "Quality of the approach to solution provision", elements of the analyses for those two specific examples should be included in the proposal.

Question No 3

Section 5.1. Technical evaluation, p. 28: "a) provide a solution for a web application which will enable users (which can be other organisations) to order from a list of available Cedefop publications, for a fixed fee per publication, and will enable Cedefop staff to follow-up on delivering and making statistics. Include a rapid analysis of payment methods."

- a) Does the application cover electronic publications, printed publications or both?*
- b) If the project covers electronic publications, should the application handle the delivery of publications? What is the preferred method?*
- c) What does "follow-up on delivering" mean? actually sending the printed publication, communicating with the user to confirm good reception, address any problems of the users or something else?*

Cedefop's answer to question No 3

- a) Both.
- b) Delivery of electronic publications would be done via simply downloading them. Delivery of printed publications would be done by standard delivery methods (e.g. postal, courier).
- c) Yes, these are correct examples, plus, e.g., to track its delivery.

Question No 4

Section 5.1. Technical evaluation, p. 28: “b) provide a web-based solution for the access and management (browse, sort, organise, protect with access rights) of ca 5,000 images within Cedefop (image bank)”

a) Should images be accessible outside the CEDEFOP intranet? If yes, is there a preferred approach?

b) Are there any integration requirements or preferred technologies?

Cedefop’s answer to question No 4

a) They may need to be accessible in a case-by-case basis, e.g. for specific Cedefop contractors. The solution should be web-based.

b) For reasons of simplicity, no integration requirements need to be considered for the proposal.

Question No 5

Section 3.2.2 Technical and professional capacity, p.22: “The tenderer must provide at least the following number of distinct CVs.”

Is there a maximum number of CVs?

Cedefop’s answer to question No 5

There isn’t a maximum number of CVs.

Question No 6

Section 5.1. Technical evaluation, p. 28: “Description of how technical support and maintenance of RECON will be optimally carried out, including needed resources and number of meetings.”

Can you further elaborate on what services are to be included under technical support and maintenance for the purpose of this scenario? Should it include corrective maintenance, direct helpdesk line for users, implementation of new functionality, improvement of existing functionality, minor improvements, onsite support, adaptation of software to changing environment (e.g. new releases / security updates of Drupal) answering questions, any other services?

Cedefop's answer to question No 6

The services that are to be included under technical support and maintenance for the purpose of this scenario would certainly include corrective maintenance, adaptation of software to changing environment (e.g. new releases / security updates), answering questions of Cedefop staff, and any other services related to the good functioning of RECON. For the purpose of the scenario, the services don't include implementation of new functionality, improvement of existing functionality, or direct helpdesk line for users (this last item is ensured by the HR service). There isn't any on-site support required.

Please note that RECON is not on a Drupal platform.

Question No 7

With reference to section 3.2.2 of the specifications and in relation to CVs it is indicated that "Detailed CVs of the key experts whose involvement will be crucial for performing the contract (please fill-in Questionnaire 5 of Annex G)."

In addition, "The CVs must show evidence of proposed experts' experience and knowledge as specified for each of the profiles in Section 2.2, satisfying the requirements in terms of educational background, length and scope of experience, knowledge. The CVs of the experts proposed for each profile should clearly indicate which work experiences are relevant for the fulfillment of the specific requirements and clearly present the English linguistic abilities."

Our understanding is that in order to fulfill the CV requirements we need to provide the completed Questionnaire 5 of Annex G (CHECK LIST OF CVS) as well as minimum 8 detailed CVs (for the 3 profiles specified) using the Europass CV template, indicating explicitly which work experiences are relevant for the fulfillment of the specific requirements and clearly presenting the English linguistic abilities using the Common European Framework of Reference for Languages (CEFR). No other evidence need to be submitted.

Could you please confirm our understanding or further provide clarifications?

Cedefop's answer to question No 7

Your understanding is correct, except that the use of the Europass CV template is only preferable, not obligatory.