

QUESTIONS AND ANSWERS

INVITATION TO TENDER N° ACER/OP/ADMIN/07/2016

Provision of maintenance and development services for the IT applications of the
Agency for the Cooperation of Energy Regulators

Lot 1: Maintenance, support and development services for the SharePoint applications

Lot 2: Maintenance, support and development services for the Java/PHP applications

Contract notice: OJ /S 146-262825/S 103 of 30.07.2016 (262825-2016-EN)

Last update: 26/08/2016

Question N° 1:

Question related to Annex I.A, Lot 2 - could you please clarify whether:

- a) The proposed Project Manager needs to have at least five years of Professional Experience in in work related to the fields of SharePoint Projects;
- b) The proposed Java Developer, PHP Developer should hold a Microsoft SharePoint Certifications;
- c) Could you please clarify if you required 2 (in accordance to the annex) or 3 (in accordance to the Specifications) CVs per profile.

Answer N° 1:

- a) As specified in Annex I 'Tender specifications' in point 17.3.1.3. the expert proposed for 'Team Leader and project manager' who needs to have, among other minimum levels of qualification and professional experience specified in Annex I 'Tender specifications', at least five (5) years of professional experience in the work related to the fields of SharePoint projects, applies to Lot 1 'Maintenance, support and development services for the SharePoint applications' and **NOT** Lot 2 'Maintenance, support and development services for the Java/PHP applications'.

The minimum levels of qualifications and professional experience for the Team Leader and project manager for Lot 2 'Maintenance, support and development services for the Java/PHP applications' are specified in point 17.3.2.3. of Annex I 'Tender specifications'.

In the event of inconsistency between Annex I 'Tender specifications' and the annexes to Annex I 'Tender specifications' (i.e. Annex I.A, I.B, I.C, I.D and/or I.E), the text in Annex I 'Tender specifications' prevails.

- b) The expert proposed for Java Developer and the expert proposed for PHP Developer should have minimum levels of qualifications and professional experience as specified in point 17.3.2.3. of Annex I 'Tender specifications'.

In the event of inconsistency between Annex I 'Tender specifications' and the annexes to Annex I 'Tender specifications' (i.e. Annex I.A, I.B, I.C, I.D and/or I.E), the text in Annex I 'Tender specifications' prevails.

- c) According to point 17.3.2.3. of Annex I 'Tender specifications' the tenderer shall, for Lot 2 'Maintenance, support and development services for the Java/PHP applications' provide at least three (3) CVs for each profile as described in Annex I 'Tender specifications', clearly indicating the profile on each CV.

In the event of inconsistency between Annex I 'Tender specifications' and the annexes to Annex I 'Tender specifications' (i.e. Annex I.A, I.B, I.C, I.D and/or I.E), the text in Annex I 'Tender specifications' prevails.

Please note that a modified version of Annex I.A 'Reference table' is published on the website: http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx.

Question N° 2:

Due to the period of tender's publication, we kindly request the provision of a two weeks extension, enabling us to form better quality proposals for the provision of the envisaged services.

Answer N° 2:

The deadline for the submission of tenders is stated in the contract notice and in the invitation letter.

Question N° 3:

In Annex I under Description of services we can find this: '4.1. LOT 1: Maintenance, support and development services for the SharePoint applications':

The scope of any specific contract(s) may include one or more of the following tasks, but not limited to these only:

- Development of web based solutions (new applications);
- Maintenance and support of existing IT applications and systems (i.e. corrective, preventive and evolutive);
- System administration;
- Workflow design.

Clearly Maintenance and support of existing IT applications and systems are part of the project. Less clear is the method with which the services will be accounted for.

Do we understand correctly that maintenance costs will be charged with "Time & material principle" in accordance with the prices that we will present in our offer in "Annex II Financial offer"? If not, please explain the method of calculating the cost for Maintenance.

Answer N° 3:

As described in Annex I 'Tender specifications', for each lot, the services as described in Annex I 'Tender specifications' (these include, , but not limited to these only, maintenance and support of existing IT applications and systems (i.e. corrective, preventive and evolutive)), will be the subject of a single Framework Contract ('FWC'). Prices for these services will be based on Annex II 'Financial offer' as presented by the tenderer to whom the FWC will be awarded. Further, as mentioned in Annex I 'Tender specifications', the unit prices quoted shall include all services as described in Section 4 of Annex I 'Tender specifications', including any travel and/or subsistence expenses.

Services related to maintenance and support of existing IT applications, when ordered, shall be calculated on the basis of Annex II 'Financial offer'. This shall apply to all services specified in Annex I 'Tender specifications'.