Q&A – Phase I of the Restricted procedure ref. LISA/2017/RP/03

Framework contract for Implementation and maintenance in working order of Entry Exit System

Series 1- Replies to Questions received until 20.09.2017

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THE ANSWERS PROVIDED HEREWITH, INCLUDING THE REVISED ATTACHMENTS, SHALL FORM AN INTEGRAL PART OF THE RELEVANT DOCUMENTS OF THE TENDER DOSSIER.

Question 1.1

Can you please explain how the biometrics elements will be sourced? Will this be a separate tender?

Answer 1.1

As indicated in Section II.3 of Annex 1 Executive Summary the Biometrics is out of scope of the present call for tenders.

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Question 1.2

Has the agency decided yet which of the 3 models of biometrics architecture being evaluated will be finally adopted?

Answer 1.2

Please refer to Answer 1.1.

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Question 1.3

What is the timing in the EU on the decision to permit interoperability?

Answer 1.3

Regarding Interoperability please consult Sections II.2.9 and II.3 Of Annex 1 Executive Summary. For European Commission ongoing legal initiatives on interoperability, please consult DG HOME website (https://ec.europa.eu/home-affairs/)

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Question 1.4

Do biometrics vendors wishing to be considered for EES need to get into a consortium/be a named subcontractor now, or will they be able to join the procurement process later?

Answer 1.4

Please refer to Answer 1.1.

Question 1.5

If a vendor joins a consortium as a subcontractor, can its references be counted as per the requirements in the Guide document, section 6.4.3B?

Answer 1.5

Yes, please refer to 6.3 of the Guide for candidates regarding Subcontracting and Page 3 Preamble of Annex II Standard Submission Form.

Question 1.6

There appears to be a discrepancy between Exec Sum / Annex 1 stating that "candidates must not submit CVs as part of their Request to participate" while in Annex 2 "Standard submission forms" it is requested to provide minimum three CVs (maximum five) per each profile. Could you please clarify ?

Answer 1.6

The statement in the Executive Summary Annex I is not correct, the candidates need to provide CVs. Please find attached the updated version of the Executive Summary.

Question 1.7

Section 6.4.3 B at p.14 of "Guide for candidates" point 1. "Out of these three projects:" item c) states: "At least 1 (one) of the installed reference system "should" be related to a border management system preferably using fingerprint identification and additional biometrics features.". Can you please confirm that the verb "should" above means that this is an optional requirement?

Answer 1.7

The verb "should" means that it is mandatory.

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Question 1.8

" Section 6.4.3 B at p.14 of "Guide for candidates" lists the characteristics that a large-scale IT system "should" have. Can you please confirm that the verb "should" means that the listed characteristics are optional requirements?

Answer 1.8

See Answer 1.7.

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Question 1.9

In "Annex 1 - List of Profiles" at p.15 of "Executive Summary Annex I" it is stated: "Candidates must NOT submit CVs as part of their Request to Participate". In section 6.4.3 B "Evidence Required" point 2. second item at p.15 of "Guide for candidates" it is stated that "at least three CVs per profile of employees ..." must be provided as proof of technical and professional capacity. Can you please confirm that CVs must NOT be submitted as part of the Request to Participate?

Answer 1.9

See Answer 1.6.

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Question 1.10

In Guide to candidates document at page 14 in footnote n.5 a 6.4.3 B section is referred but neither in this document nor in others this section may be retrieved. Can you please confirm that this is Section 6.4.3 B Section of the "Guide for candidates" document?

Answer 1.10

Footnote 5 is redundant as it refers indeed to the same section. Please find attached the updated document without this footnote.

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Question 1.11

In Annex IV Service Requirements a contractor's catalogue is referred. This catalogue includes all HW/SW products that eu-LISA is going to procure by its own. Can we have a copy of this catalogue?

Answer 1.11

Section II.3 of the Executive Summary refers to a catalogue. The list of products currently at use at the contracting authority will be provided in Phase II of the present procedure due to the reasons stated in the last paragraph of Section 3 of the Guide for Candidates.

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Question 1.12

The contractor must comply with ITSM best practices and deliver according to the ITIL framework, ISO.IEC 20 000 Standards and Prince 2 Project Management Methodology or equivalent"

Question: Does this point mean that it is satisfactory to provide ITIL framework or IEC 20 000 or Prince 2 or equivalent? Are any of these mandatory or can each of them be replaced by an equivalent standard ?

Answer 1.12

Section 5 of the Guide for Candidates states:

"*The candidates must have quality procedures in place conforming EN29000 (ISO 9000) or equivalent. The Contractor must comply with ITSM best practices and deliver according to the ITIL framework, ISO/IEC*
20000 Standards and Prince2 Project Management Methodology or equivalent. The candidates must comply with applicable environmental, social and labour law obligations.."

Equivalent open standards may be acceptable. Specific company standards, practices and methodologies do not count as equivalent.

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