



TO WHOM IT MAY CONCERN

Call for tenders n. LISA/2014/OP/03

External Support

Questions and answers series 1 (to questions received until 30.07.2014)

Question 1.1

We request that eu-LISA extends the period for tender preparation and postpone the submission date with 4 weeks keeping in mind the current vacation period. We need this extension in order to submit a high quality proposal.

Answer 1.1

We understand your concern. We confirm that we extend the submission deadline by 2 weeks until 19.09.2014. The public opening will take place on 26.09.2014 at 10.30 at the Tallinn site of the Agency (EU House 6th floor Ravala pst 4, 10143 Tallinn, Estonia). The corrigendum to the contract notice will be published on the website: http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/borders-and-visas/agency/index_en.htm.

Due to the extension of the submission deadline the question phases will change as follows:

- Questions received between 30.07.2014 and 14.08.2014 (phase 2)
- Questions received between 15.08.2014 and 01.09.2014 (phase 3)
- Questions received between 02.09.2014 and 11.09.2014 (phase 4)

Question 1.2

Regarding the Annex 3 Standard Submission Form there is a document that is supposed to include all the forms from section 1-6 for all lots. However, when you open the document you can only see the forms for Lot 1. Could you please clarify if these sections are the same for all the lots? If not, could you please upload the documents of the remaining lots?

Answer 1.2

We confirm that these sections are the same for all lots. Please disregard the reference to Lot 1.

Question 1.3

Administrative documents: Can you please confirm if the financial identification form is to be provided only by the consortium leader?

Answer 1.3

European Agency for the operational management of large-scale IT systems in the area of freedom, security and justice

The financial identification form shall be provided for the entity which would receive the payment in case of a winning tender.

Question 1.4

Freelancing: Our understanding is that CVs of freelancers can be presented on the tender, accompanied only by a Letter of Intent. Can you please confirm our understanding?

Answer 1.4

Yes, we confirm.

Question 1.5

Quality Control. Page 17 of Annex 3. Our understanding is that this section is to be provided by the consortium leader and the consortium members, but not by the subcontractor. Can you please confirm our understanding?

Answer 1.5

Please refer to the Tender Specification, page 13:

“- The technical and professional selection criteria will be assessed in relation to the tenderer and possible subcontractor(s) as a whole.”

Question 1.6

Annex 3. Selection Criteria: Our understanding is that there is not page limit for replying section 4.1 and 4.3. The same applies to the other subsections for the technical and professional selection. Can you please confirm?

Answer 1.6

We confirm that we did not introduce maximum page numbers for the technical selection part.

Question 1.7

Page 24 of Annex3. It seems to be a clerical mistake on the quotation numbering. Can you please confirm if we should renumber all questions as off 5.4.3?

Answer 1.7

We confirm that there is a mistake in the numbering. Please find attached the new Annex 3 Standard Submission Form (SSF).

Question 1.8

CVs. Page 16 of Annex 3: Our understanding is that the profiles for which CVs must be provided are those described in page 16, under 4.2.1 Profiles. It means 21 profiles for lot 1 (up to

84 CVs), 11 profiles for lot 2 (up to 44CVs), 5 profiles for lot 3 (up to 18Cvs) and 7 profiles for lot 4 (up to 26CVs). Can you please confirm our understanding?

Answer 1.8

We confirm.

Question 1.9

CVs. Annex 1: Under each profile description there is a section called “Additional needed qualification, knowledge and skills” Can you please confirm if this section has to be covered by each CV or by the set of CVs to be provided?

Answer 1.9

We confirm that for each CV these additional qualifications are needed, unless otherwise stated (e.g. for security related profiles it is expressed that from the list at least one certificate is sufficient).

Question 1.10

CVs. Annex 1.Profile 2.1.7.Junior SharePoint ECM Specialist: In minimum experience, it is stated “ Minimum (blank space) years of IT (...)” Can you please confirm which is the minimum number of years in IT for this profile?

Answer 1.10

For this profile the minimum IT professional experience is 4 years.

Question 1.11

CVs: Annex 1.Profile 2.1.19. Intermediate Test Engineer. Can you please confirm if a candidate with ITIL v3 and ISTQB certified but without any certification in PMM is still eligible?

Answer 1.11

Yes, certification can be replaced by minimum 1 year of specific experience in the field.

Question 1.12

CVs. Annex 1.Profile 2.1.22 Profile Senior System Engineer. Under “Additional needed qualification, knowledge and skills” it is stated “Server management, Operating System (OS) knowledge (UNIX, Linux, Windows)” Can you please confirm if those profiles must have knowledge of the 3 mentioned OS (UNIX, Linux, Windows)? Or, 1 candidate with good knowledge of only UNIX and Windows is still eligible?

Answer 1.12

This specific requirement would be fulfilled by at least two of the mentioned OSs for the purpose of the selection phase.

Question 1.13

CVs. Annex 1 Profile 2.1.34 Senior Business and IT Consultant. Under “Additional needed qualification, knowledge and skills” it is required Certified or Member-grade of membership of BCI and BSO ISO22301 Lead Auditor. Can you please confirm if both certifications are mandatory? Can you please confirm if 1 candidate holding BCI but not ISO22301 is still eligible?

Answer 1.13

Please refer to Answer 1.11.

Question 1.14

Annex 3. Page 20. Questions of the technical evaluation questionnaire: Can you please confirm if each question can be replied in separate documents? If so, our understanding is that the cover page and the table of contents does not count on the maximum length of each question. Can you please confirm our understanding?

Answer 1.14

Your understanding is correct.

Question 1.15

In relation with the Standard Submission Form, when a tenderer submits an offer for several lots, which parts of the submission form need to be duplicated for the different lots? Is it necessary to have one full set of documents for each lot?

Answer 1.15

For Sections 1-3 no duplication is required, if the tenderer is the same.

Question 1.16

In relation with the Standard Submission Form, when a tenderer submits an offer for several lots, are answers to questions of sections 4 and 5 to be adapted to the specific scope, profiles and main delivery characteristics (intra-muros, extra-muros, T&M, QTM, FP,...) of each lot?

Answer 1.16

Yes, your understanding is correct.

Question 1.17

In relation to section 4.4.1 of the Standard Submission Form, is the “Project Reference Form” to be used also for presenting the list of principal services as for the 4 to 6 contactable references under 4.4.2? If this is the case, what is the difference between an element of the list of principal services and a contactable reference?

Answer 1.17

Question 4.4.1 is the question and 4.4.2 is the instruction.

Question 1.18

In the file “Lot 1 Financial Evaluation questionnaire”, the formula in cell I13 (for profile 1.12) does not combine the cells D13 to H13 to reach 100% but only 93%. Is this on purpose?

Answer 1.18

No, please find attached the amended Financial Evaluation Questionnaire for Lot 1.

Question 1.19

Concerning the “Standard Submission Form – All Lots Sections 1-6 final”, in the section “2 – Exclusion criteria”, the question 2.2: in our understanding the only answer necessary in reply to this question is a Yes or No, and no additional documents are required. Can you please confirm?

Answer 1.19

Yes. We will require evidence only from the winning tenderers as stated in Section 3.2 (page 15) of the Tender Specifications.

Question 1.20

Concerning the “Standard Submission Form – All Lots Sections 1-6 final”, in the section “3 – Selection criteria – Economic and Financial Capacity”, the question 3.4: in our understanding the only answer necessary in reply to this question is a Yes or No, and no additional documents are required. The possible declaration of a supporting company is to be inserted as a reply to the questions 3.5 and not 3.4. Can you please confirm?

Answer 1.20

Yes, your understanding is correct.

Question 1.21

Concerning the “Standard Submission Form – All Lots Sections 1-6 final”, in the section “4 – Technical Selection (Technical and Professional Capacity)”, in the group of questions “4.3 Quality Control”, the question 4.3.3.2 is mentioned as “mandatory if the response to 4.5.2.1 is NO“. In our understanding the number of the references question is a typo and the instruction should read as “mandatory if the response to **4.3.3.1** is NO“. Can you please confirm?

Answer 1.21

Your understanding is correct. Please find attached the updated Annex 3.

Question 1.22

Concerning the “Standard Submission Form – All Lots Sections 1-6 final”, in the section “4 – Technical Selection (Technical and Professional Capacity)”, in the question “4.4.1 Client references”, we find following requirement “Have you filled and attached the “Project Reference Form” in the Attachment 1 to this document with the **principal** services provided in 2011, 2012 and 2013 with the consumption of resources, dates, and recipients, whether public or private, of the services? “ According to our understanding the information requested here concerns a list of principal services which cannot be provided in a Project Reference Form. Consequently we believe we should provide you with a list. Can you please confirm? In case our understanding is correct, do you have a specific form for that purpose?

Answer 1.22

Your understanding is not correct. The list of project references shall be provided in the attached form. Please refer to Answer 1.17.

Question 1.23

Concerning the “Standard Submission Form – All Lots Sections 1-6 final”, in the section “4 – Technical Selection (Technical and Professional Capacity)”, in the question “4.4.2 Demonstrate sufficient experience in providing services in the context of the tender”, there is an instruction: “Include the reference to that documentation in “Project Reference Form” in Attachment 1 to this document.”. Can you please clarify this request?

Answer 1.23

Please include the information on the project references in the form provided in the Attachment.

Question 1.24

Can you please clarify your instruction when replying to different lots? Should we simply copy the questionnaire and name it accordingly for each lot we are replying to? Further, and in case of replies to different lots, can the sections 1 to 3 be provided only once?

Answer 1.24

Please refer to Answers 1.15 and 1.16.

Question 1.25

Concerning the “Standard Submission Form – All Lots Sections 1-6 final”, in the section “5 – Technical Evaluation Questionnaire”, the question 5.2.5. In our understanding, this question concerns Fixed Price and Quoted Time and Means offers. Can you please confirm?

Answer 25

Your understanding is correct.

Question 1.26

Concerning the “Standard Submission Form – All Lots Sections 1-6 final”, in the section “5 – Technical Evaluation Questionnaire”, the question 5.2.7. In our understanding, this question concerns Fixed Price and Quoted Time and Means offers. Can you please confirm?

Answer 1.26

The question refers to all three modes: Fixed Price and Quoted Time and Means, Time and Means.

Question 1.27

Concerning the “Standard Submission Form – All Lots Sections 1-6 final”, in the section “5 – Technical Evaluation Questionnaire”, the question 5.3.4. Can you please clarify which contract type are you referring to – T&M, QTM or FP?

Answer 1.27

The question refers to extra muros contracts.

Question 1.28

Concerning the “Standard Submission Form – All Lots Sections 1-6 final”, in the section “5 – Technical Evaluation Questionnaire”, the question 5.3.6. In our understanding, the “unsolicited replacements” are those not requested by a contracting authority. Can you please confirm?

Answer 1.28

Your understanding is correct.

Question 1.29

Concerning the “Standard Submission Form – All Lots Sections 1-6 final”, in the section “5 – Technical Evaluation Questionnaire”, the question 5.4.5. The maximum number of points allocated to this question amounts to 400. In our understanding, this is a typo and the points should amount to 40. Can you please confirm?

Answer 1.29

We confirm. Please find attached the updated Annex 3.

Question 1.30

Concerning the “Standard Submission Form – All Lots Sections 1-6 final”, in the section “5 – Technical Evaluation Questionnaire”, and particularly the questions 5.1.5 and 5.3.8? In our understanding both questions address the same topic. If our understanding is not correct, please provide clarifications as to the differences between the two.

Answer 1.30

Your understanding is correct. Please find attached the updated form with a different question for 5.3.8.

Question 1.31

Concerning the “tender_specifications_en” document, within the section “1 Summary”: In the 6th row of the table it is indicated that each tenderer can only submit one offer. In our understanding this constraint concerns each lot separately. In other terms, tenderer can submit one offer per lot and there are no exclusions between the lots. Can you please confirm?

Answer 1.31

Your understanding is correct. There is no restriction to submit tenders for more than one lot and for any combination of lots.

Question 1.32

In case of replies to different lots:

- a. Can the sections 1 to 3 be provided only once?
- b. Can the same CVs and references be used for different lots?

Answer 1.32

- a. Yes, in case it is the same tenderer. Also reference to documents already submitted for other lots is allowed.
 - b. The CVs can only be used for one lot, the references can be used for more than one lot.
-

Question 1.33

In the template for CVs, there is field asking us to provide staff's birthdates. In our understanding this requirement doesn't fit the privacy and confidentiality regulation. Can you please confirm that we can leave out this information from the CVs.

Answer 1.33

The contracting authority is not recruiting through this tender and this information will be solely used to verify if the tenderer has the technical and professional capacity. Also the name of the person shall not be indicated in the CV, just in the connection table and the 2 documents will be

stored separately and no data processing will be done after the selection phase is assessed. Please also refer to: http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/borders-and-visas/agency/docs/privacy_statement_eu-lisa_en.pdf). Nevertheless, in case the tenderer's company policy provides otherwise, please make appropriate reference.

Question 1.34

Concerning the Annex 4, Draft Template, it states in Article II.3.3 that liabilities are up to three times the value of the contract. Does this apply to the value of the relevant specific contract or to the value of the frame contract?

Answer 1.34

It refers to the Framework Contract.

Question 1.35

Concerning the “tender_specifications_en”, chapter 3.4, what is the basis for the financial evaluation? The total of the Financial Evaluation Questionnaire(s)?

Answer 1.35

Your understanding is correct.

Question 1.36

Concerning the “tender_specifications_en”, chapter 2.9, “Collaboration with other companies”, can you clarify how subsidiaries should be declared? The RFP appears ambiguous on this aspect, at one point (ch 2.9) giving the impression that they should be declared as consortium members or subcontractors, while elsewhere (chapter 3.3, section “Economic and Financial Capacity”) it is stated that a written undertaking suffices.

Answer 1.36

Subsidiaries might be declared as joint tenderers, subcontractors or the tenderers just rely on the capacities of these subsidiaries (in this last case a written undertaking from the subsidiary is sufficient).

Question 1.37

Although a provision is made to compensate lack of higher education, no provision has been made to compensate non-possession of a certificate. Please specify how many additional years of experience are needed in case of non-possession of certificates in the following profiles:

- a) Senior Process Design Specialist if a certification in ITIL/ITIL v3 is not available;
- b) Senior Continuous Service Improvement Specialist if a certification in ITIL/ITIL v3 foundation is not available; for the same profile, how many additional years of experience are needed to compensate of ITIL Practitioner or ITIL Expert certificate;

- c) For the Junior SharePoint Enterprise Content Management (ECM) Specialist a “Microsoft SharePoint certification or equivalent experience” is required; how many years is the equivalent experience?
- d) Senior ITSM Tool Specialist if ITIL/ITIL v3 foundation certification is not available;
- e) Intermediate Service Delivery Coordinator if ITIL/ITIL v3 foundation certification is not available;
- f) Junior Test Engineer if ISTQB Foundations Level exam is not available;
- g) Junior Test Engineer if ITIL/ITIL v3 foundation certification is not available;
- h) Intermediate Test Engineer if ISTQB Foundations Level exam is not available;
- i) Intermediate Test Engineer if ITIL/ITIL v3 foundation certification is not available;
- j) Senior Network Analysis Expert if CCIE or equivalent is not available;
- k) Service Reporting Specialist if ITIL/ITIL v3 foundation certification is not available;
- l) Information Security Management Expert if CISSP is not available;
- m) Information Security Management Expert if CISM is not available;
- n) Information Security Management Expert if CISA is not available;
- o) Information Security Management Expert if BSI ISO27001 Lead Auditor Qualification is not available;
- p) Junior Business and IT Consultant if certification or member-grade membership of BCI or equivalent is not available;
- q) Junior Business and IT Consultant if BSI ISO 22301 Lead Auditor Qualification is not available;
- r) Senior Business and IT Consultant if certification or member-grade membership of BCI or equivalent is not available;
- s) Senior Business and IT Consultant if BSI ISO 22301 Lead Auditor Qualification is not available;
- t) IT Security Specialist if CISSP-ISSAP is not available;
- u) IT Security Specialist if CISM is not available;
- v) IT Security Specialist if CISA is not available;
- w) Security Architect if CISSP-ISSAP is not available;
- x) Security Architect if CISM is not available;
- y) Security Architect if CISA is not available;
- z) Security Architect if TOGAF certification is not available;

Answer 1.37

Please refer to Answers 1.9 and 1.11.

Question 1.38

Annex 1 Description of Services, profiles:

2.1.1 Junior Project Support Officer

2.1.18 Junior Test Engineer

2.1.19 Intermediate Test Engineer

Questions:

For the above profiles a “*Prince 2 foundation qualification or an equivalent industry standard project management methodology*” is requested.

- a) What is meant by “foundation qualification”? A Prince 2 foundation certificate?
- b) Which project management methodologies are considered equivalent?

If the answer to the above question is yes, how many additional years of experience are required if such a certification is not available?

Answer 1.38

- a. Yes. Please interpret as: qualification in Project Management methodology at the level of Prince-2 foundation or equivalent
- b. Any recognised project management methodology like PMP.

Please refer to Answer 1.11.

Question 1.39

Annex 1 Description of Services, profiles:

2.1.20 Senior Network Specialist

2.1.18 Junior Test Engineer

2.1.19 Intermediate Test Engineer

2.2.2 Senior Network Specialist

Questions:

For the above profiles a “*Network (Cisco Certified Network Professional/CCNP or equivalent) and IT Service Management/ITSM qualifications (IT Infrastructure Library/ITIL-ITILV3ISO/IEC 20000 or equivalent) would be advantageous*” is requested.

- a) What is meant by “qualifications”? A CCNP certification?
- b) What is considered equivalent to CCNP?
- c) What is considered equivalent to IT Infrastructure Library/ITIL-ITILV3ISO/IEC 20000 ?
- d) How many additional years of experience are required if CCNP is not available?
- e) How many additional years of experience are required if IT Infrastructure Library/ITIL-ITILV3ISO/IEC 20000 is not available?

Answer 1.39

- a. Yes.
- b. Any other certification related to network administration.
- c. Any other certification related to service management quality.
- d. It is advantageous but not obligatory.
- e. It is advantageous but not obligatory.

Question 1.40

Annex 1 Description of Services, profile 2.1.32 Information Security Management Expert

Questions:

For the above profile ITIL/ITIL V3 is requested under “Additional needed qualification, knowledge and skills”.

- a) Is a certification in ITIL v3 requested or experience with ITIL v3?
- b) If a certification is requested, how many additional years of experience are required if such certification is not available?

Answer 1.40

- a. Certification is requested, see also point b.
- b. Please refer to answer 1.11.

Question 1.41

Annex 1 Description of Services, profiles:

2.1.33 Junior Business and IT Consultant

2.1.34 Senior Business and IT Consultant

Questions:

For the above profiles “*Certified or Member-grade of membership of the Business Continuity Institute (BCI) or equivalent*” is requested. What is considered equivalent?

Answer 1.41

Other similar qualifications (e.g Certified Business Continuity Professional from the Disaster Recovery Institute) or relevant work experience; please refer to Answer 1.11

Question 1.42

Annex 1 Description of Services, profile 2.1.35 IT Security Specialist

Questions:

For the above profile “OSCP, OSCE, GPEN, CEH, CCNA, CCNP” is requested under “Additional needed qualification, knowledge and skills”.

- a) Are certifications in all the above required?
- b) How many additional years of experience are required if any of the above certifications is not available?

Answer 1.42

- a. No, please refer to Answer 1.9
 - b. Please refer to Answer 1.11.
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Question 1.43

Annex 1 Description of Services, profile 2.1.36 Security Architect

Questions:

For the above profile “Other similar credentials” are requested under “Additional needed qualification, knowledge and skills”.

- a) What is considered “other similar credentials”?
- b) How many “other similar credentials” are requested?

May the availability of “other similar credentials” compensate the requirement for CISSP-ISSAP, CISM, CISA and TOGAF certifications if one or more of such certifications are not available?

Answer 1.43

- a. Other similar qualifications or relevant work experience; please refer to Answer 1.11
 - b. As it is indicated that at least one of those certificate is requested, at least one similar credential is sufficient.
-

Question 1.44

Annex 1 Description of Services, profiles 2.1.18 Junior Test Engineer and 2.1.19 Intermediate Test Engineer

Questions:

For the above profiles ISTQB and project management and ITIL certifications are requested. These requirements are rather excessive, considering that the above profiles will do only testing. In addition, persons possessing all the above certifications are very rare. Please consider reducing the requirements for project management (Prince 2) and ITIL certifications to experience with these technologies. Otherwise, please explain the rationale behind the requirement for possession of all the 3 certifications.

Answer 1.44

We agree with your proposal and for these two profiles ITIL and Prince 2 certificates are not obligatory.
