

Questions and Answers

14159/IS/2010 - IS Consultancy and Services Framework

<p>Question 1</p>	<p>CALL FOR APPLICATIONS, I. Introduction, 4. Contract type and duration, page 4/16 – “<i>For Lot 1, the ECB intends to establish framework agreements with up to <u>five</u> contractors ...</i> <i>During this timeframe, the ECB will, for services within the scope for lot 1, conduct a mini-competition among the <u>three</u> framework contractors ...</i>”</p> <p>Question: Should ‘three’ in the second phrase as above be ‘five’ as in the first phrase?</p>	<p>Answer</p>	<p>Where we said “three” in the second phrase, it should read “... among the selected framework contractors...”. As indicated in the OJ Notice, the intention is to sign contracts for lot 1 with up to 5 contractors.</p>
<p>Question 2</p>	<p>CALL FOR APPLICATIONS, I. Introduction, 5. Other related ECB contracts, page 5/16:</p> <p>Question: Please specify which of the framework contracts are in place and which are currently tendered. For those that are currently tendered when will the respective tender be published?</p>	<p>Answer</p>	<p>In the call for applications the contracts are specified for transparency reasons and clarification. The required information related to the IS Consultancy and Services Framework will be provided within the tender procedure. The information related to other ongoing procurement, subject to the ECB procurement rules can be found in the ECB website and the Official Journal when appropriate.</p>
<p>Question 3</p>	<p>CALL FOR APPLICATIONS, III. Evaluation of applications, 4. Selection criteria and minimum capacity levels, page 11/16 - “(b) at least three similar contracts performed during the last three financial years, which are comparable in terms of scope, size and complexity with the Contracts tendered by the ECB, including both the application landscape and the area of IT infrastructure.”</p> <p>In conjunction with APPLICATION FORM, section 6.2 Relevant Experience and References, page 13/25</p> <p>Question: We assume that in total six (6) similar contracts should be presented, three (3) in ‘application landscape’ and three (3) in ‘IT infrastructure’ (as in section 6.2 of the Application Form) and that it is not required that similar contracts should include both the ‘application landscape’ and the area of ‘IT infrastructure’. Please confirm that our understanding is correct.</p>	<p>Answer</p>	<p>The minimum requirement is three similar contracts. This can be proven by means of presenting references for 3 contracts that cover both ‘application landscape’ and ‘IT infrastructure’, or up to 6 contracts in the case that each of the six would only cover either ‘application landscape’ or ‘IT infrastructure’</p>
<p>Question 4</p>	<p>CALL FOR APPLICATIONS, III. Evaluation of applications, 4. Selection criteria and minimum capacity levels, page 11/16 - “a. resource supply chain (10%)” in conjunction with</p>	<p>Answer</p>	<p>a) Resource in a broader sense, including human resources, partnerships, temporary groups, works or services contracted or subcontracted for the delivery of the services</p>

	<p>APPLICATION FORM, 5.1 Resource supply chain in Temporary Groupings and subcontracting, page 9/25 - <i>“Candidates that will rely on subcontracting are required to provide the information below ...”</i></p> <p>Questions:</p> <ul style="list-style-type: none"> a) By ‘resource’ do you mean ‘human resources’? If not, what is meant by ‘resource’? b) What is meant by the term ‘supply chain’ c) Which elements of the ‘supply chain’ do you expect to be covered by the ‘methodology for procuring resource supply-chain’ d) On which basis are you going to judge the approach to ‘resource supply chain’ (criterion a. in page 11/16 of the CALL FOR APPLICATIONS)? e) If no subcontracting is intended should the answers in section 5.1 be left blank? How will the selection criterion a. be applied in this case? 		<ul style="list-style-type: none"> b) Resource-supply-chain should be understood as procurement terminology referring to the organisation and formal framework established either via own resources and / or via establishment of relationships with subcontractors or members of a temporary grouping partners. c) All relevant elements that enable the delivery of the requested service in similar contracts. This is specific to the applicants’ organisation and procedures. The presentation could be concise, highlighting those differentiating elements that directly contribute to the services in accordance with the contracted service levels. d) In accordance with the elements indicated in section 5.1 of the application form e) All applicants need to fill in this part. As the applicants would, in case of winning a contract, be responsible for the service delivery to the ECB, in the case of applicants that would not need to establish partnerships with other companies (via temporary groupings or subcontracting), they are still required to provide the relevant information on how they will make sure that all the needs of the ECB will be provided by their own staff. To avoid misunderstandings, we have published an amended application form in the website .
<p>Question 5</p>	<p>APPLICATION FORM, 2.3 Temporary groupings, page 5/25 - <i>“3. Each member of the temporary grouping must provide the information requested in this form. Where necessary, please duplicate the boxes and mark clearly to which member of the grouping the information relates to.”</i></p> <p>Questions:</p> <p>Does the above apply to all the questions of parts 5, 6 and 7? In particular should every member of the temporary grouping present:</p> <ul style="list-style-type: none"> a) The methodology and track record of delivering a resource supply chain (page 9/25)? b) How the staff is aware and fully trained in the newest technologies (page 9/25)? c) Processes of effective knowledge maintenance and knowledge transfer (page 10/25)? 	<p>Answer</p>	<ul style="list-style-type: none"> a) Yes, limited to those relevant to the role in the temporary grouping for this tender b) Yes, in accordance with the role of each member in the temporary grouping c) Yes, in accordance with the role of each member in the temporary grouping d) Yes, those specifically applicable and relevant to this contract and in accordance with the role in the temporary grouping e) Yes, those specifically applicable and relevant to this contract and in accordance with the role in the temporary grouping f) Yes in accordance with the role of

	<p>d) Quality assurance certifications (page 10/25)?</p> <p>e) Quality assurance in project, support, maintenance and operations (page 17/25)?</p> <p>f) Continuous improvement and technology development (page 20/25)?</p> <p>g) Relevant experience in the preparation of tenders and public tenders (page 21/25) or a consolidated response representing the methods and procedures of the entire temporary grouping is requested?</p>		<p>each member in the temporary grouping</p> <p>g) The question in this section refers to the experience of either each member of the group (in accordance with their role in the group) or the temporary grouping for those cases where this service has been provided by the same grouping in the past.</p>
Question 6	<p>APPLICATION FORM, 2.3 Temporary groupings, page 5/25 - “3. <i>Each member of the temporary grouping must provide the information requested in this form. Where necessary, please duplicate the boxes and mark clearly to which member of the grouping the information relates to.</i>”</p> <p>Questions:</p> <p>a) As regards relevant experience and references for lot 1 (page 13/25) we assume that the six references are to be presented by the entire grouping (regardless of which member of the grouping delivered the contract) and not that each member of the grouping has to present its own six references. Please confirm that our understanding is correct.</p> <p>b) Same question as regards the five references requested for lot 2 (page 21/25).</p>	Answer	<p>a) Please refer back to our answer to clarification number 3 above and to our answer to part b) of this answer.</p> <p>b) The temporary grouping must present the total number of requested references. It is not a must that all members of the grouping present all references.</p>
Question 7	<p>APPLICATION FORM, 6.2 Relevant Experience and References, page 12/25, “<i>Please provide details of three major recent contracts ...</i>”</p> <p>Question:</p> <p>Are on-going contracts acceptable as references?</p>	Answer	<p>If by ongoing you mean signed active contracts, the answer is yes. If the contracts are not yet concluded, the answer is no.</p>
Question 8	<p>APPLICATION FORM, 6.4 Organisational capacity and capacity breakdown by skills, page 17/25, “<i>Please also provide 2-3 CVs of selected staff for each of the contracts provided as references in 6.2 covering a wide set of skills from the list below and relevant certifications.</i>”</p> <p>Questions:</p> <p>Do we have to provide 2-3CVs for each one of the contracts, namely a maximum of 3 x 6 = 18 CVs?</p>	Answer	<p>Correct: A maximum of 18 CVs, depending on the number of references provided.</p>

<p>Question 9</p>	<p>Contract Notice, point III.2.2), page 3/5 – <i>“Please see the details in the application form mentioned in Section III.2.1”</i></p> <p>Question: There is no section III.2.1 in the specific Contract notice; do you mean section IV.3.3?</p>	<p>Answer</p>	<p><i>Section III.2.1 should read Section IV.3.3</i></p> <p>[The corrigendum to the Contract Notice will be published on 7/5/2011 OJ S 89]</p>
<p>Question 10</p>	<p>CALL FOR APPLICATIONS, II. Preparation and submission of applications, 5. Address and time-limit for submission, page 8/16 – <i>“5.1 Candidates shall submit their application no later than 13/05/2011 by 17:00 CEST...”</i></p> <p>and</p> <p><i>“5.2 If candidates submit their application by registered post or private courier services the post office stamp or the date on the slip issued by the courier service shall constitute proof of compliance with the above time-limit for submission. “</i></p> <p>Questions: Our understanding is that if Candidates submit their application by registered post or private courier services, the post office stamp or the date on the slip issued shall be no later than 13/5/2011 in order for the application to be considered as valid. Please confirm that our understanding is correct.</p>	<p>Answer</p>	<p>The time limit is set for 13 May at 17:00 h.</p> <p>In case of submitting your application per registered post or courier, applicants should be able to demonstrate that the envelope has been posted before that date and time.</p>
<p>Question 11</p>	<p>CALL FOR APPLICATIONS, III. Evaluation of applications, 4. Selection criteria and minimum capacity levels, page 11/16 – <i>“For Lot1,</i></p> <p><i>(c) the service coverage that the candidate’s demonstrates through the application (25%).</i></p> <p><i>(d) the Candidate’s capacity to access to the range of skills indicated(25%).”</i></p> <p>and</p> <p>APPLICATION FORM, 6. Organisational and Technical Capacity for Lot 1-“</p> <p><i>6.1 Service Coverage</i></p> <p><i>6.2 Relevant Experience and References</i></p> <p><i>6.3 Quality Assurance in project, support, maintenance and operations</i></p> <p><i>6.4 Organisational capability and capacity breakdown by skills</i></p> <p><i>6.5 Flexible provision of skilled staff as consultants in client assignments”</i></p> <p>Questions:</p> <p>a) Could you please provide us with a cross reference of the Selection Criteria as stated in the CALL FOR APPLICATIONS and the relevant points included in the APPLICATION FORM under section 6?</p>	<p>Answer</p>	<p>a) The information requested to the applicants in the application form provides as a whole sufficient data to evaluate the submitted applications but one selection criterion does not correspond exclusively with one point of section 6.</p> <p>b) The evaluation will be done in accordance with the information supplied in your applications and the criteria included in the call for applications</p> <p>c) A scoring scale from 0-5 points will be used.</p>

	<p>b) How are the points 6.1-6.5 going to be evaluated?</p> <p>c) What are the maximum points that a Candidate can obtain for each one of the points 6.1-6.5?</p> <p>The same question applies also for the corresponding points under sections 5 and 7 of the APPLICATION FORM and the relevant Selection Criteria as stated in the CALL FOR APPLICATIONS under section III.4.</p>		
Question 12	<p>APPLICATION FORM, 2. General Information on the Candidate, section 2.4 Subcontracting, page 5/25 – <i>“If yes, please list such subcontractors and fill in the relevant sections in the remainder of this form as required.”</i></p> <p>Question:</p> <p>Could you please specify which sections of the application form are to be filled as regards subcontractors?</p>	Answer	<p>Only those parts which are necessary by the applicant to demonstrate its fulfilment of the ECB requirements in the areas of technical and financial capacity. You can do that by submitting a separate form for each of those subcontractors.</p>
Question 13	<p>APPLICATION FORM, 2. General Information on the Candidate, section 2.4 Subcontracting, page 5/25 – <i>“Please provide a signed declaration form from the subcontractor confirming that your company will have at its disposal the subcontractor’s resources and that the subcontractor agrees to perform the parts of the Contract assigned to it should the contract be awarded to your company.”</i></p> <p>Question:</p> <p>Our understanding is that we do not have to use any specific format (template) for the requested declaration, provided that the subcontractor provides the requested confirmation about making available the necessary resources. Please confirm that our understanding is correct.</p>		<p>The understanding is correct.</p>
Question 14	<p>APPLICATION FORM, 4. Financial and Business Capacity (Applicable to Lots 1 and 2), page 7/25 – <i>“B) Have you enclosed a bank certificate stating the company’s financial situation? (Mandatory, if answer to question A) and B) is NO)”</i></p> <p>Question:</p> <p>Our understanding is that the aforementioned bank certificate is mandatory if answer to A) only is NO. Please confirm that our understanding is correct.</p>	Answer	<p>The understanding is correct.</p>
Question 15	<p>APPLICATION FORM, 5. Organisational and Technical Capacity (Applicable to Lots 1 and 2), section 5.2 Recruitment, training and development of staff, page 9/25 – <i>“Where client projects/contracts are referred to in your</i></p>	Answer	<p>a) The information requested to the applicants in the section 5.2 will be analyzed and considered, together the rest of sections outlined in the section 5 to evaluate the</p>

	<p><i>answer, please summarize these in the table below, including where sub-contractors / temporary grouping members proposed for ECB were used in its delivery.”</i></p> <p>Questions:</p> <ul style="list-style-type: none"> a) Could you please clarify how the above table will be taken into account during the evaluation process? b) Could you please indicate how long the description of services for each mentioned project / contract under the respective table column should be? c) If a project /contract mentioned in the Candidate’s answer, is also provided as a reference under point 6.2, could a pointer to the description of this reference suffice instead of providing the same information in this table? d) Our understanding is that the table to be provided will not be count in the 2 A4 page answer and will be attached as an annex to this answer. Please confirm that our understanding is correct. <p>The same questions apply also for the corresponding responses to points: 5.3, 6.3, 6.5, 7.2 and 7.3.</p>		<p>Organisational and Technical Capacity of the Candidates.</p> <ul style="list-style-type: none"> b) This decision belongs to the applicants, taking into account our answer d) below c) Yes d) No, it counts as part of the maximum length referred to in answer b
<p>Question 16</p>	<p>APPLICATION FORM, 3. Declaration of Honour, page 6/25</p> <p>Question:</p> <p>Could you please clarify whether each member of the temporary grouping as well as subcontractors should complete this declaration?</p>	<p>Answer</p>	<p>With regard to temporary groupings, please refer in particular to section 2.3 points 1 to 3. Each member of the temporary grouping and each subcontractor on which the candidate relies on to meet the selection criteria must complete the declaration of honour.</p>
<p>Question 17</p>	<p>APPLICATION FORM, 5. Organisational and Technical Capacity (Applicable to Lots 1 and 2), point 5.1 Resource supply chain in Temporary and subcontracting, page 9/25 – <i>“Please give a brief outline on policy regarding the use of sub-contractors.”</i></p> <p>Questions:</p> <p>Our understanding is that with the <i>the policy regarding the use of subcontractors</i> should be included in the points that follow:</p> <ul style="list-style-type: none"> • Methodology for procuring resource supply-chain (150 words maximum) • How it is going to be applied in the context of the services for the ECB (150 words maximum) • If you are unable to confirm all sub-contractors at this stage, please indicate the point in time in which you will complete the list of subcontractors. <p>Please confirm that our understanding is correct.</p>	<p>Answer</p>	<p>No, the policy is included in your response to the first point, the second point refers to how you apply it.</p>

<p>Question 18</p>	<p>APPLICATION FORM, 5. Organisational and Technical Capacity (Applicable to Lots 1 and 2), 5.2 Recruitment, training and development of staff, page 9/25 – “<i>Support your client in cost containment for services provided by your staff.</i>”</p> <p>Questions:</p> <ul style="list-style-type: none"> a) Are there any specific requirements about cost containment that the ECB would like to put forward so that they are fully taken into account by Candidates when preparing their response? b) How are you going to evaluate responses to this question? 	<p>Answer</p>	<ul style="list-style-type: none"> a) The question should be answered by informing how the applicants approach normally this areas b) The ECB evaluate the matching between the information supplied in the section 5.2 and the needs of the ECB. 		
<p>Question 19</p>	<p>APPLICATION FORM, 6. Organisational and Technical Capacity for Lot 1, point 6.1 Service Coverage, page 11/25 – “<i>Please provide confirmation that you will offer services in all the following areas. Please also indicate in the table below for each of the ECB requirements: (i) who is responsible (main contractor, which member of the temporary grouping-where applicable), (ii) what elements of the requirement might require a subcontractor and to what extent subcontracting is anticipated (none, partial or full). Candidates are also requested to submit certifications, alliances and partnership with vendors that support the service coverage.</i>”</p> <p>Questions:</p> <ul style="list-style-type: none"> a) Our understanding is that in order for the Candidate to respond to this point, he shall fill the table with the names of the companies (members of temporary grouping and/or subcontractors (with relevant level of subcontracting)-if applicable). Please confirm that our understanding is correct. b) Our understanding is that Tenderers have to describe any partnerships, agreements and alliances they have with vendors and/or third party suppliers that support the provision of the various services. Please confirm that our understanding is correct c) The abovementioned questions apply also for the response to point 7.1 	<p>Answer</p>	<ul style="list-style-type: none"> a) Only the names of the members of the temporary groupings and an estimation about the level of subcontracting for each of the service areas (second column of the table) b) Yes, your understanding is correct. c) Yes, your understanding is correct. 		
<p>Question 20</p>	<p>APPLICATION FORM, 6. Organisational and Technical Capacity for Lot 1, point 6.2 Relevant Experience and References, page 14/25 – “</p> <table border="1" data-bbox="256 1912 780 1951"> <tr> <td data-bbox="256 1912 523 1951">Project scope</td> <td data-bbox="523 1912 780 1951">[Title]</td> </tr> </table> <p>“</p> <p>Question:</p>	Project scope	[Title]	<p>Answer</p>	<p>Yes, your understanding is correct.</p>
Project scope	[Title]				

	Our understanding is that in the specific column of the contract reference, the Candidates have to provide only the Title of the relevant Contract. Please confirm that our understanding is correct.		
Question 21	<p>APPLICATION FORM, 6. Organisational and Technical Capacity for Lot 1, point 6.4 Organisational capability and capacity breakdown by skills, page 17/25 – “ Please also provide 2-3 CVs of selected staff for each of the contracts provided as references in 6.2 covering a wide set of skills from the list below and relevant certifications”</p> <p>Questions:</p> <ul style="list-style-type: none"> a) Could you please specify whether you require any specific profiles to be demonstrated in the requested CVs? b) Would it be acceptable if a Candidate provides more than one CV covering the same set of skills? c) How are you going to evaluate the Candidate’s response to this point? d) Could you please clarify whether a specific template should be used for the provision of the requested CVs? If yes, please specify. e) Moreover, our understanding is that there is no page limitation for presentation of CVs. Please confirm that our understanding is correct. 	Answer	<ul style="list-style-type: none"> a) No b) Yes c) The evaluation will be done in accordance with the information supplied in your applications and the criteria included in the call for applications d) No e) As concise as possible
Question 22	<p>CALL FOR APPLICATIONS, II. Preparation and submission of applications, 6. Format of the application, page 9/16 – “<i>The Application form shall be <u>signed handwritten</u> by an authorised representative of the Candidate,</i>”</p> <p>Question:</p> <p>Our understanding is that the Application Form shall be signed handwritten by an authorised representative of the Candidate on the last page of the form under section 8. Declaration (page 25/25 of the Application Form) and not on every single page of the form. Please confirm that our understanding is correct.</p>	Answer	The understanding is correct. Please also refer to section 2.3 point 3.
Question 23	<p>CALL FOR APPLICATIONS, III. Evaluation of applications, 4. Selection criteria and minimum capacity levels, page 11/16 – “(a) <i>An <u>annual net turnover</u> in the last three financial years of at least EUR 25 million for lot 1 and at least EUR 3 million for lot 2. In the case of a temporary grouping, one of the members shall have achieved on its own 60% of the above amount;</i>”</p> <p>and</p> <p>APPLICATION FORM, 4. Financial and</p>	Answer	<ul style="list-style-type: none"> a) The information must be presented in a form that we can verify fulfilment of the requirement of EUR 25 million, and where applicable, that one of the members has got a minimum turnover of 60%. This criterion refers only to the turnover of the applicant, and where applicable of the members of a grouping, but not to subcontractors. b) No, it is incorrect. We are referring to

	<p>business Capacity (Applicable to Lots1 and 2), page 7/25 –“Please specify, in the table below, your annual turnover as well as...”</p> <p>Questions:</p> <ul style="list-style-type: none"> a) Our understanding is that the annual turnover to be entered in the table on page 8/25 of the Application Form is the cumulative annual turnover of all the members of the temporary grouping and/or subcontractors. Please confirm that our understanding is correct. b) Our understanding is that with the net annual turnover, you are referring to the annual turnover that concerns the provision of Information Technology and Telecommunications services. Please confirm that our understanding is correct. 		<p>the total <u>annual turnover</u>.</p>
<p>Question 24</p>	<p>Contract Notice, point II.1.5), page 2/5 – “<i>The whole scope of services is divided into 2 lots:</i> <i>Lot 1: services and works for applications and IT infrastructure (in part or full): design, build, operate, support and maintain;</i> <i>Lot2: IS management consultancy, tender/call-off preparation, studies (benchmarking) to support organisational, strategic and process development.</i>”</p> <p>and</p> <p>CALL FOR APPLICATIONS, III. Evaluation of applications, 4. Selection criteria and minimum capacity levels, page 11/16 –“(b) <i>At least three similar contracts performed during the last three financial years, which are comparable in terms of scope, size and complexity with the Contracts tendered by the ECB, including both the application landscape and the area of IT infrastructure.</i>”</p> <p>Questions:</p> <ul style="list-style-type: none"> a) Our understanding is that the aforementioned minimum requirement shall be met by a Candidate, by providing the corresponding contract references under point 6.2 Relevant Experience and References. Please confirm that our understanding is correct. b) Our understanding is that in order to demonstrate our technical capacity in the fields of IT infrastructure and IT applications (i.e. Lot 1 relative works) we shall provide the aforementioned contract references. Could you please clarify what information shall the Tenderer provide in order to demonstrate its technical capacity in the fields of IS management 	<p>Answer</p>	<ul style="list-style-type: none"> a) Yes, your understanding is correct. b) See section 7 of the application form.

	consultancy, tender/call-off preparations, studies (benchmarking) to support organisational, strategic and process development (i.e. Lot 2 relative works)?		
Question 25	<p>APPLICATION FORM, 5. Organisational and Technical Capacity (Applicable to Lots 1 and 2), point 5.4 Quality Assurance, page 10/25 – “<i>If no accreditation held, please include information, in no more than 1 A4 page, on any applications in progress and the likely completion date and/or a brief outline of your quality assurance policy.</i>”</p> <p>Question:</p> <p>Our understanding is that in case the Candidate holds a quality assurance certificate, there is no need to provide also an outline of its quality assurance policy. By providing a valid quality assurance certification we assume that the Candidate shall receive the maximum score obtainable in this point (5.2). Please confirm that our understanding is correct.</p>	Answer	<p>If the applicant holds a quality assurance certificate, there is no need to provide an outline of its quality assurance policy.</p> <p>In respect of the part of the question referring to the scoring, this depends on various factors such as the relevance of the certificate in the context of this tender.</p>
Question 26	<p>APPLICATION FORM, Organisational and Technical Capacity for Lot1 , 6.3 Quality Assurance in project, maintenance and operations, page 17/25 – “<i>Please describe, in no more than 2 A4 pages, your capability, capacity and experience in the last five years of managing applications...</i>”</p> <p>Questions:</p> <p>a) Our understanding is that the experience in the last five years that is requested to be demonstrated is the experience in the years 2005-2010. Please confirm that our understanding is correct.</p> <p>b) Would projects with start date in the last five years and still on-going be accepted? Please specify</p>	Answer	<p>a) The 5-year period comprises 2006 to 2010.</p> <p>b) Yes.</p>
Question 27	Is this Tender principally foreseen for recruitment agencies? We as an Agency would completely subcontract the performance as indicated. Is this possible seeing that many of your questions relate to "own" employees and as in 2.1 is mentioned, only some components of the framework agreement could be subcontracted?	Answer	No, the tender is foreseen for service providers and not for recruitment agencies.
Question 28	As an IT staffing company, we do not use internal permanent staff for client projects; however, we offer external independent IT specialists for your assignments. This allows us to search and offer the best available candidates from our extensive pool explicitly for your specific request. To date, it is not possible for us to offer you the specific names of individual	Answer	See above answer 27

	<p>potential candidates and to ensure their availability up to the actual demand or contractual assignment with ECB. Is it therefore possible to confirm at the beginning of each requisition that we can offer a sufficient range of appropriate professionals in our candidate pool? Please also see 2.2 Subcontracting. Here you are also asking for a time slot in which the names of subcontractors are to be established. For us this would be a specific request for a deployment.</p>		
Question 29	<p>To support the claim for service coverage, you are asking in 6.1 to submit certifications, alliances and partnerships with vendors that support the service coverage. As a recruitment agency, we ourselves do not possess any of the requests specified. However, we can list which certificates our candidates possess from our extensive candidate pool, which covers over 90% of the German independent IT and Engineering market. Would this answer your question as indicated in 6.1?</p>	Answer	See above answer 27
Question 30	<p>On page 6 of the Application form for 2011/S 75-121894 it is required:</p> <p><i>Please attach the following documents as evidence for the above statements: Official certificate proving that your company has paid its social security contributions;</i></p> <p>Question: The social security contributions are collected by the health insurances. As our employees are free to choose their insurance there are really a lot of insurances we pay our contribution as company. To ask all of them for a certificate would cause a very high effort. Our question would be: Would it be sufficient for satisfying your information need if we would attach the official certificates of the four major insurances? Additionally we could add a statement of members of our Executive Board that we pay our contributions, in case that would be needed.</p>	Answer	Please submit the official certificates of the four major insurances and, additionally, the statement of members of your Executive Board that you pay your contributions.
Question 31	<p>Section 2.4. of the Application Form (Subcontracting)</p> <p>We plan to offer as group company, means to include also our 100% affiliates with their employees in Germany and abroad. Do they need to be listed as mentioned in Section 2.4 of the Application Form?</p>	Answer	Yes.
Question 32	<p>Section 6.4 of the Application Form (Organizational capability and capacity breakdown by skills):</p> <p>For the differentiation of onshore / offshore: Switzerland as non EU member counts for what?</p>	Answer	Please refer to section 6.4 third paragraph. Switzerland counts as off-shore.

Question 33	Section 6.1 of the Application Form (Service area 1.1.1): Please explain the scope and intent of "Organisational development" an "business change management" against the background of project management.	Answer	Project delivery may include in their scope to introduce organisational changes and/or changes in business processes and procedures.
Question 34	Section 6.1 of the Application Form (Service area 1.2.1 - 1.2.4): Please explain the main focus of the mentioned topics - is it more the business/application related or more the infrastructure related focus?	Answer	The main focus of 1.2.1 to 1.2.4 is business applications.
Question 35	Section 6.1 of the Application Form (Service area 2.1: Infrastructure integration and roll out): does this point refer to hardware/data center or middle ware or a service for integration and roll out?	Answer	2.1 refers to integration and rollout of systems (hardware and software) and infrastructure components in the ECB's datacentre/s.
Question 36	Section 6.4 of the Application Form: please provide details of the numbers.: Please explain the focus of this question - is it based on the to be defined projects for the proposal or is it based on currently started activities?	Answer	The focus is on the staff available for the provision of services to the ECB.
Question 37	Section 6.4 of the Application Form: is there a more detailed description of the Tasks and Responsibilities for the skills mentioned in the table available? (Specially for the Skills: Technical / system analyst, - Unix/Linux system Engineer, - Identity Management Developer, - Operator Identity Management, - Systems security, - Security device management (FW, IDS, IPS, SIEM), - Security incident handling and analysis, - Security testing and vulnerability analysis, - Malware and forensic analysis, - ITSM developer /integrators	Answer	The details will be included in the specification to be provided during the second phase of the tender.
Question 38	Section 7.1 of the Application Form (general): please define Your requirements for the tender workflow in detail, as described in 7.1. as an service area.	Answer	The question is unclear and cannot be answered.
Question 39	Section 7.1 of the Application Form (Business Change Management): As mentioned above, please describe Your intention and requirements for "business change management" - what's in the scope of this topic?	Answer	This refers to strategic change management for an IT department.
Question 40	Section 7.4 of the Application Form (<i>Please provide details of five major recent contracts.</i>): please explain if the requirements are more focused on the application, the infrastructure side or the mix of both. How will the answer be rated?	Answer	The focus is on the mix. The ECB evaluate the matching between the information supplied in the section 7.4 and the needs of the ECB. We will be using for that evaluation a scoring scale from 0-5.
Question 41	APPLICATION FORM, 6. Organisational and Technical Capacity for Lot 1, section 6.3 Quality Assurance in project, support, maintenance and operations, page 17/25 – <i>“Please describe, in no more than 2 A4 pages, your capability, capacity and experience in the last five years of managing applications and infrastructure projects, and then also providing post go-live support for those project solutions.</i>	Answer	The applicants should describe their approach related to the management of the projects: <ul style="list-style-type: none"> • during the service lifecycle, from go-live onwards. • ... • during the complete project lifecycle.

	<ul style="list-style-type: none"> • <i>Management of projects to ensure high quality post go-live operations, and cost effective on-going maintenance.</i> • ... • <i>Management of projects to provide on-time, on-budget and high quality solutions which meet client needs.”</i> <p>Questions: Our understanding is that under point “<i>Management of projects to provide on-time, on-budget and high quality solutions which meet client needs</i>” the Tenderers should describe their proposed approach related to the management of the projects before the deployment of the production solution to the working environment. Furthermore, under point “<i>Management of projects to ensure high quality post go-live operations, and cost effective on-going maintenance</i>” the Tenderers should describe their proposed approach related to the provision of post go-live support for the produced project solutions (after the deployment). Please confirm that our understanding is correct.</p>		
Question 42	<p>CALL FOR APPLICATIONS, II. Preparation and Submission of Applications, 1. Communication, queries regarding the tender procedure 1.3. ... <i>The ECB shall not be bound to reply to queries received <u>less than seven calendar days</u> before the time-limit for the submission of applications, but will try to do so if possible.”</i></p> <p>Question: Our understanding is that the deadline for Tenderers for posing to ECB any question that they may have in relation to this restricted procurement procedure is on 6 April 2011. Please confirm that our understanding is correct.</p>	Answer	<p>The deadline for questions is 6 May 2011. . The statement in the OJ Notice, is a typo.</p> <p>P.S.) We understand that in your question where you say “April”, we must read “May”.</p>
Question 43	<p>Taking into account the Easter holidays period as well as the fact that a certain number of questions that already have been submitted to ECB in relation to this restricted procedure remain still unanswered, we kindly invite ECB to consider an extension of the deadline for the submission of the applications for at least two weeks. This will allow us to prepare our offer in an optimum manner and in compliance with the requirements of the ECB as these will be clarified through the answers that ECB will provide.</p>	Answer	<p>The ECB does not intend to extend the deadline.</p>
Question 44	<p>In case that an Application is submitted by a temporary group of three companies (one of them being nominated as the</p>	Answer	<p>When you state “<i>to a third company</i>” we understand you mean another company subcontracted by the temporary grouping</p>

	<p>leader/representative of the temporary grouping) while a part of the services is envisaged to be subcontracted to a third company, can you please clarify the following?</p> <p>a) The Application form must state that subcontracting is envisaged by checking the respective “yes” box included in page 5 of 25 of the Application</p> <p>b) The Application form must include details of the subcontractor to be presented under Section 2.4, page 5 of 25 of the Application right below the phrase “<i>If yes, please list such subcontractors and fill in the relevant sections in the remainder of this form as required</i>”. Please confirm that our understanding is correct and precise the exact details that must be provided for the subcontractor (e.g. name, address etc)</p> <p>c) The subcontractor must provide a signed declaration confirming that the temporary group will have at its disposal the subcontractor’s resources and that the subcontractor agrees to perform the parts of the Contract assigned to it should the Contract be awarded to the temporary group. This declaration must be attached to the Application form while a reference to this declaration must be provided at the end of section 2.4 of the Application Form. Please confirm that our understanding is correct or elaborate if not.</p> <p>d) Our understanding is that apart from the declaration of honour provided by the subcontractor company, no other documentation or certificate has to be mandatorily provided by the subcontractor. Please confirm that our understanding is correct.</p> <p>e) Our understanding is that only the companies participating in the temporary grouping and not the subcontractor company has to provide the declaration of honour and the certificates described in section 3, page 6 of 25 of the Application Form. Please confirm that our understanding is correct or elaborate if not.</p> <p>f) Our understanding is that only the companies participating in the temporary grouping and not the subcontractor company has to provide the information required and the respective certificates described in section 4, page 7 of 25 of the Application Form. Please confirm that our understanding is correct or elaborate if not.</p> <p>g) Our understanding is that the Application form must provide consolidated responses for the combined capacities and a consolidated response (i.e. a response</p>	<p>of three members on which the temporary grouping relies on for the selection criteria.</p> <p>a) Yes</p> <p>b) In relation with section 5.1 of the Application Form, the details of the subcontractor must be provided if available at this point in time.</p> <p>c) Yes, your understanding is correct.</p> <p>d) Please see our answer to question 12.</p> <p>e) Please see our answer to question 12.</p> <p>f) Please see our answer to question 12.</p> <p>g) With regard to temporary groupings, please refer in particular to section 2.3 points 1 to 3.</p>
--	--	--

	referring to the temporary grouping as a whole) as far as Sections 5, 6 and 7 of the Application Form is concerned. Please confirm that our understanding is correct or elaborate further if not.		
Question 45	<p>CALL FOR APPLICATIONS, V. General rules, 1. Temporary groupings, page 13 of 16, “1.2 The ECB shall accept applications from temporary groupings under the following conditions:</p> <p>[...]</p> <p>(b) the application includes the Declaration for temporary groupings (included <u>in Annex 1</u>), signed by duly authorised representatives of each member</p> <p>Questions:</p> <p>a) Can you please clarify which is the corresponding “Declaration of temporary groupings” referred above? Our understanding is that the above requirement refers to the Declaration included in page 25 of 25 of the Application Form which must be co-signed by all the members of a temporary grouping. Please confirm that our understanding is correct or elaborate further if not.</p> <p>b) We understand that this declaration can be signed by the representative of the temporary grouping in case that the various members of the temporary grouping provides a signed declaration stating that they give him the power to sign on behalf of them this declaration. Please confirm that our understanding is correct.</p>	Answer	<p>a) Yes, your understanding is correct.</p> <p>b) Yes, your understanding is correct.</p>
Question 46	<p>APPLICATION FORM, 6.4 – Organisational Capability and Capacity Breakdown by Skills</p> <p>Questions:</p> <p>a) Our understanding is that it will be acceptable for a skill to be left blank (e.g. to state that no staff is available for this specific skill) neither by staff belonging to the temporary grouping nor to the envisaged subcontractor(s) and that this will not lead to the disqualification of the Application. Please confirm that our understanding is correct or elaborate in detail if not.</p> <p>b) Please consider the following scenario. A temporary grouping of companies plans to subcontract a specific part of the Contract (corresponding to specific skills of the table of section 6.4 of the Application) to a third company (subcontractor) which is not defined/confirmed at this stage. This temporary grouping intends to fully rely on</p>	Answer	<p>a) It will not lead to automatic disqualification of the application</p> <p>b) You will indicate in the table that the resource will be provided via subcontractor. For the second part of the question please refer to above question</p> <p>c) Correct</p>

	<p>the capacities of such a subcontractor (which will be defined on a later stage, e.g. during the tendering procedure for the Framework Contract) and does not have its own resources as regards this skill. In this scenario please elaborate how the Table of section 6.4 will be filled with regards to this field. Will leaving blank this skill (present 0 value) lead to the exclusion of the temporary grouping?</p> <p>c) In case that the Application is submitted by a temporary grouping of companies please clarify in detail the way in which the Table of Section 6.4 should be filled in. Our understanding is that in column “Permanent” the table should be filled with the cumulative number of permanent staff (corresponding to each skill) belonging to the temporary grouping of companies as a whole while the column “subcontracting/ temporary grouping member” should be filled in with the number of permanent staff belonging to a subcontractor which is declared in the Application. Columns “On-shore” and “Off-Shore” must present consolidated figures. Please confirm that our understanding is correct or elaborate in detail if not.</p>		
<p>Question 47</p>	<p>APPLICATION FORM, 6.1– Service Coverage</p> <p><i>Question:</i></p> <p>Our understanding is that it will be acceptable to declare that a specific service included in the table of Section 6.1 will be fully subcontracted without declaring the exact name of the subcontractor and stating that the subcontractor for this service will be finally defined at a later stage (as will be described in the Candidate’s response to the final bullet of Section 5.1 of the Application) e.g. at the tender stage of this procedure. Please confirm that our understanding is correct.</p>	<p>Answer</p>	<p>Correct</p>
<p>Question 48</p>	<p>We are going to provide our offer as prime contractor, supported by another Consulting company acting as a sub contractor.</p> <p>a) Question 4 of the Application Form is covering the turnover details of the prime contractor. Is it required to submit the revenue information from the subcontractor as well? If so, do you want us to add the revenue from both companies or should the sub contractor provide a separate application form?</p> <p>b) Are we right assuming that question 4.C is related to Lot 2, while question 4.D is related to Lot 1?</p>	<p>Answer</p>	<p>a) Please see our answer to question 12 b) Yes</p>

<p>Question 49</p>	<p>We would like to raise two other topics came up throughout processing the application form</p> <ul style="list-style-type: none"> • Page 11: Service Coverage: <p>“Candidates are also requested to submit certifications, alliances and partnership with vendors that support the service coverage”</p> <p>What is meant in detail?</p> <p>Just a list of alliances / partnership also including our partner status with companies such as Microsoft, Oracle etc. ?</p> <p>What kind of references are expected?</p> <ul style="list-style-type: none"> • Page 14: Relevant Experience and References <p>“Please enclose reference certificates issued by the customers”</p> <p>What kind of references are expected?</p>	<p>Answer</p>	<p>On the question related to page 11: Yes, we are expecting information along the lines of what you suggest</p> <p>On the question related to page 14: This refers to possible letters from customers in reference to services provided to them by your company</p>
---------------------------	---	----------------------	--