

CLARIFICATION TO TENDER: N° 01

“Provision of a Customer Relationship Management (CRM) product”

ENISA P/16/11/TCD

Questions & Answers

Q1:	Due to the summer vacation period, could you please consider an extension to the submission deadline of 1-2 weeks in order to allow the tenderers to prepare their offers with the most efficient and effective manner?
A1:	No, time-limits in tender procedures are mandatory and cannot be extended.
Q2:	<p>It is mentioned in section 3.3 of the tender specifications that the technical and professional capacity of the tenderers shall be furnished on the basis of the following documents:</p> <p>A) Relevant technical background...</p> <p>B) Technical knowledge and experience in selling such services...</p> <p>C) Curriculum vitae of technical staff...</p> <p>We understand that the tenderers should provide respectively the following documents in order to sufficient cover the technical and professional requirements:</p> <p>A description of the Tenderer's List of Similar Services during the last three years as a reply to point (a), a list of large organisations to whom the Tenderer delivered similar services as a reply to point (b) and the CVs of the experts that may be involved in the project as a reply to point (c). Please confirm that our understanding is correct.</p>
A2:	Yes, we confirm this can be used as supporting documentation.

Q3:	4. Award Criteria, "...the offer will be assessed on the basis of the award criteria" We understand that the technical offer is composed of the tenderers' approach to each of the four award criteria of page 29. Please confirm. Could the replies be consolidated in one document?
A3:	It is for the tenderer to decide on the presentation of its bid. The evaluation Committee will take a view on it based on the criteria as provided in the technical specifications, irrespectively of its presentation.
Q4:	We understand that the hosting of the CRM will be performed at the ENISA's premises in Heraklion. Please confirm our understanding.
A4:	Desirable for ENISA would be an outsourced solution hence the references to the Cloud Computing Information Assurance Framework and the Cloud Computing Risk Assessment. ENISA will evaluate the possibility for local installation and hosting of a potential solution on the basis of the offer received.
Q5:	We understand that an electronic copy of the offer is not required for submission. Could you please confirm this?
A5:	Yes, we confirm.
Q6:	Regarding Tender Specifications, Part 3 Administrative Details, section 2.1-Reasons for Exclusion, page 26-27, we understand that the evidences for the exclusion criteria must not be provided at this stage of the procedure; a declaration of Honour (Annex III) signed/stamped by the Legal Representatives is sufficient. Please confirm.
A6:	Yes, we confirm.