

Helsinki, 26/04/2013

**Open call for tenders ECHA/2013/03**

**Provision of an HR System, Implementation and Support Services**

**Question 1.1:**

Demonstration scenario documentation state about IE7 to be used. Where your Technical Requirements (AR\_1.5\_05) states about IE9 as a prerequisite. Can you please clarify, IE9 looking the logical choice instead of IE7 which is deprecated.

**Answer:**

There is a clerical error in the text of Annex 5.1.3. With reference to Section 4 of Annex 5.1.3, the browser to be used during the demonstration is IE 7.X or higher.

**Question 1.2, 1.3**

When you require including end user training sessions, do you mean HR users only or the all staff? Same question for the user manual. Only for HR users or for the all staff?

**Answer:**

The tenderer is expected to present in his offer its approach with respect to the questions above. 'Default' work packages and deliverables are described in the table in Section 3.1.0 of Annex 5.1.1. Training activities/materials are defined based on a "train the trainer" approach (TTT) enabling ECHA process owners to train end users while manual refers to helpdesk and support. Please note that user manuals, as a broad category, are part of the set of document deliverables (see also point 2.4.1 of the Tender Specifications).

**Question 1.4:**

Time Recording: Can you clarify if clocking devices are planned to be used as the only solution? Another solution could be to completely replace/skip the physical device with clock-in/out being done directly into the application?

**Answer:**

As described under point 2.1.1.5 of the Tender Specifications the current legacy system will be replaced by a newer punching system. It is not envisaged to do clock-in/out directly into the application.

**Question 1.5:**

Could you please provide us with the number of employees of ECHA that will be handled by the HRIS solution in order to take them into account in licenses' sizing?

**Answer:**

Currently ECHA has approximately 700 employees (including Statutory Staff, Seconded National Experts, Interim Workers, Trainees and External Contractors). This figure is likely to change. Please refer to the table under point 2.2.6 of Annex 5.1.1 for an estimation of the number of users that are going to be using the new system (approx. 100 Admin users and 600 self-service users). Please note the system shall be used to register personnel information of all employee categories which may not necessarily be users of the system. The system shall also handle HR data of former employees (i.e. employees no longer working for ECHA) that needs to be retained. Please note that the financial offer shall be based on Annex 5.1.4 'Pricing Sheet'. For the pricing see also section 4.1.2.3 of the Tender specifications.

**Question 1.6:**

Section 4.1.2.1, Evidence for selection criteria 2.4 (Security and Business Continuity), p. 39 of 54. The requirement states that the Tenderers shall provide descriptions of their security procedures, business continuity planning and services and disaster recovery practices. To our understanding, in the context of this criterion, the Tenderer shall provide the practices that are applied in general by the company and not the solution that will be applied specifically for the HR system of ECHA. Is our understanding correct?

**Answer:**

The evidence to be submitted under this selection criterion refers to the technical capacity of the tenderer to meet the security and business continuity requirements of ECHA as requested for this Call for tenders. The security specifications and business continuity requirements shall be maintained throughout the duration of the Framework Contract (see also section 5 of Annex 5.1.1 and Article I.16 of the draft Framework Contract in Annex 5.3). Please note that as part of the Technical proposal the tenderer shall present in his offer how the specific solution proposed for the HR system of ECHA addresses the security specifications and business continuity arrangements as defined in the tender documentation.

**Question 1.7:**

Section 4.1.2.1, Evidence for selection criteria 2.5 (Organisational Capacity), p. 39 of 54. It is required that the Tenderers must show alignment or compliance with relevant management standards, e.g. ITIL (v2 or v3), or equivalent as evidenced by corresponding certification or equivalent documentation. To our understanding, a description of the company's approach to apply management standards sufficiently covers this criterion. Is our understanding correct?

**Answer:**

Documentation relating to and describing the company's approach to apply management standards and showing alignment with the relevant management standards sufficiently covers criterion 2.5.2.

**Question 1.8:**

Section 4.1.2.1, Evidence for selection criteria 2.1 (Staff Capacity), p. 37 of 54.

It is required that the Tenderers must present their ability to provide consistent, skilled business and technical resources and to ensure that individual resources will be committed throughout the entire duration of the Contract. To our understanding Tenderers should present their overall capacity in terms of availability of the necessary resources (i.e. by presenting the number of staff per profile available) and their overall strategy and process for maintaining a pool of suitable resources for the entire duration of the contract. Moreover, we understand that neither CVs nor names of staff or specific team organisational structure etc. should be presented for this criterion. Please confirm that our understanding is correct or clarify if not.

**Answer:**

The evidence to be submitted under this selection criterion refers to the ability of the tenderer to meet staff capacity requirements of ECHA as requested for this Call for tenders. The tenderer can present the supporting evidence deemed more appropriate to meet this criterion. CVs or names of staff or of specific teams are not requested for this criterion. Please note that under this criterion tenderers shall also fill in and submit the form in Annex 5.2.6.

**Question 1.9:**

Section 3.4, Guarantees, p. 25 of 54.

It is required that Tenderers have to describe in their offers "the arrangements (e.g. professional risk indemnity insurance), already existing or taken specifically for this Framework Contract...). Could you please elaborate further on the part of our proposal in which the above description should be included? Should we provide evidence of the Tenderer's professional risk indemnity insurance in the administrative proposal? Please clarify.

**Answer:**

The description shall be provided as part of the administrative proposal in Section one of the tender (see also section 4.1.2 'Content of the tender').

**Question 1.10:**

Section 2.2, Description of Resources and Teams, p.20 of 54

It is required that Tenderers "shall give a detailed presentation of the project team(s) that will be deployed for the execution of the tasks as defined in the specifications". Our understanding is that the above presentation of the team should be included in the documentation that will be provided with regards to the third qualitative award criterion ("Quality of the proposed project approach, hosting, maintenance and support services".) Please confirm that our understanding is correct.

**Answer:**

The tenderer shall give a detailed presentation of the project team(s) that will be deployed for the execution of the tasks as defined in the Tender Specifications (including Annexes). This shall be included in the technical proposal in Section two of the tender (see also section 4.1.2 'Content of the tender'). As for qualitative award criterion no. 3 "Quality of the proposed project approach, hosting, maintenance and support services" please refer to section 4.4.3.1 of the Tender specifications for details.

**Question 1.11:**

With regards to the structure of our technical proposal (award criteria documentation) we understand that it will be composed of the following:

- a. A document replying one by one to the functional requirements of tab "1.0 HRIS Functional Reqs" of the "Annex 5.1.2 - requirements book" excel sheet.
  - b. A document presenting the architecture of the proposed solution as requested in section "2.2 – Technical Solution Description" page 3 of Annex 5.1.1 – Technical Specifications AND replying one by one to the technical requirements of tab "2.0 HRIS Technical Reqs" of the "Annex 5.1.2 - requirements book" excel sheet.
  - c. A document proposing the Tenderer's approach for all the requirements included in Chapters 3 to 5 of Annex 5.1.1 – Technical Specifications Documents a) and b) above, in conjunction with the "echa\_2013\_03\_requirements\_book\_annex\_5\_1\_2\_en" excel sheet, should be no more than 120 pages. Document c) should be no more than 100 pages.
- Please confirm that our understanding is correct.

**Answer:**

Tenderers are requested to present their technical proposal in Section two of the tender (see also section 4.1.2 'Content of the tender'). For the documentation regarding quality award criteria please see also section 4.1.2.2. The information to be provided for the functional and technical requirements (qualitative award criteria no. 1 and no. 2 respectively) shall follow the Excel Form in Annex 5.1.2. Any information relating to the functional and technical solution shall be presented either directly under each requirement or as a reference to one or more Annexes. In relation to 'project approach, hosting, maintenance and support services' (qualitative award criteria no. 3) information shall be provided taking into account the Tender Specifications (including Annexes) as a whole. The evidence for qualitative award criteria no. 1 and no. 2 including the Excel Form shall not exceed 120 pages all together. The evidence for qualitative award criteria no. 3 shall not exceed 100 pages. Please refer also to section 4.4.3.1 "Qualitative Award Criteria" of the Tender specifications and to the input instruction in tab 0.1 of Annex 5.1.2.

**Question 1.12:**

To our understanding a solution provided in a SaaS mode is accepted by ECHA, provided that the ECHA's requirements are sufficiently covered. Could you please confirm that our understanding is correct?

**Answer:**

ECHA accepts any solution that fully covers the requirements and fulfils the needs of ECHA as defined in the Tender documentation. Particular attention shall be paid to section 4.1.2.3 'Financial Proposal'. The cost of licence(s) shall be a one-off cost to cover all the costs for the full use of the solution. No different pricing models will be accepted. Please also pay particular attention to the relevant requirements and needs relating to hosting (in particular section 3.4.3 of Annex 5.1.1), phase out and exit strategy (in particular section 3.3.0 and 3.3.1 of Annex 5.1.1) and ownership and use of the results (in particular the draft Framework Contract in Annex 5.3) as defined in the Tender Specifications (including Annexes).

**Question 1.13:**

Regarding countries coverage of the new system:

- a. Is it necessary that the new system can calculate salaries and allowances (payroll simulation) and performs debt recovery?

- b. Is it necessary that the new system can export data in text or similar format, compatible with the Payroll Master Office (PMO) for Payroll processing?
- c. Is it necessary that the new system has a function enabling the comparison of the entries in the 'real' payroll results as executed in the PMO each month and the payroll simulation as per the entries in the local systems?
- d. Is it necessary that the new system can offer Payroll monthly reporting?

**Answer:**

- a. These functionalities are 'nice to have' and are not mandatory.
- b. Similar as above;
- c. Similar as above;
- d. Similar as above.

**Question 1.14:**

Would you mind providing us more information about the payroll simulation requirements?

**Answer:**

ECHA is required to report to the Payroll Master Office (PMO) any changes in personnel situation (as well as for new personnel) that may affect the monthly payroll runs. These are currently done by completing MS Office document templates and sent by e-mail to the PMO and is manually controlled by our internal Payroll team. PMO provides ECHA with a 'Payroll calendar' and each month the Payroll team is required to monitor the PMO's payroll results planned for the current payroll month (reported via Business Objects) and compare against their own calculations (based on the changes reported). Corrections are reported to the PMO and are taken into account if received before the current month's deadline.

**Question 1.15:**

The system proposed could be SAP HCM? Are you taking into account a cloud system?

**Answer:**

Please see the Answer under Question 1.12.

**Question 1.16:**

In the demonstration setup, the expected output is to show all Agency needs?

**Answer:**

The scope of the demonstration is limited to the scenarios as defined in Annex 5.1.3.

**ECHA**