SUBJECT: **Clarifications No.1**
RFP No. 2025-0082/MAEDA: Provision of Software Development and Maintenance Services to Support Quality Management, Performance Monitoring, and Evaluation on a Call-off Basis

Dear Bidders,

Reference is made to the Request for Proposal No. 2025-0082/MAEDA pertaining to "Provision of Software Development and Maintenance Services to Support Quality Management, Performance Monitoring, and Evaluation on a Call-off Basis" (the "RFP").

Please find attached:

- **Clarifications No. 1** to questions raised by interested bidders; and
- **Attachment 2: Technical Evaluation Criteria and Method** part of the RFP is hereby replaced with the attached amended version (Rev. 9 June 2025) to update for clarity purposes (see revisions in green for ease of reference).

The above-mentioned Clarifications No. 1 and revised "**Attachment 2: Technical Evaluation Criteria and Method**" are an integral part of the RFP documents and shall be considered in the preparation and submission of proposals.

We are looking forward to receiving proposals prior to the deadline for submission of **Monday 30 June 2025 17:00 hours, Vienna (Austria) local time**.

Sincerely,

Sally Alvarez de Schreiner
Chief, Procurement Services Section

Attachments:
1. Clarifications No. 1
2. Attachment 2: Technical Evaluation Criteria and Method (Rev. 9 June 2025)

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Clarifications No. 1

RFP No. 2025-0082/MAEDA
Provision of Software Development and Maintenance Services to Support Quality Management, Performance Monitoring, and Evaluation on a Call-off Basis

Question	Answers from the Commission
Question 1 Page 9 of the ToR states that: The Contractor shall have experience in using the technologies below: • Apache Superset: at least 3 years (can be with multiple projects with a total of 3 years). • Apache Airflow: at least 3 years (can be with multiple projects with a total of 3 years). • Python development: at least 2 projects for a total of 5 years including DAGs scripts and a FLASK application. • Elasticsearch: at least 3 years (can be with multiple projects with a total of 3 years). Please clarify if the 3 years of experience for each of the above technologies is a must have. In other words, if a bidder has less than 3 years experience in any of them, will they be disqualified?	Answer 1 3 years of experience for each of the technologies mentioned in the ToR is the minimum requirement and thus "must have".

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Table 1 - Evaluation Criteria

STEP1: MANDATORY REQUIREMENTS (PASS/FAIL)

Compliance with all mandatory requirements is required in order to pass stage 1 of the technical evaluation and to be further considered for stage 2 of the evaluation process

No.	Ref No. in TOR	Technical Evaluation: PASS/FAIL Criteria	Points and Scoring
			PASS/FAIL
		Requirements for the Contractor	
1	3	The bidder shall be established for at least 4 years.	PASS/FAIL
2	3	The bidder shall have a minimum of 5 years of experience using a formal project management methodology.	PASS/FAIL
3	3	The bidder shall have a minimum of 5 years of experience in providing software development services using an Agile methodology.	PASS/FAIL
4	3	The bidder shall have a minimum of 3 years of experience working with modern issue tracking and ticket management systems (e.g., Jira).	PASS/FAIL
5	3	The bidder proposes at least 4 staff members who meet the requirements outlined in the Team Roster, as described in Section 4 of Annex B Terms of Reference.	PASS/FAIL
6	3	The bidder demonstrates, in the form of a plan, the ability to adjust the working hours of relevant staff (e.g., project manager and lead developers) assigned to a Software Team, to overlap by at least two hours with the Commission's working hours (9 a.m. to 5 p.m. CET), upon the Commission's request.	PASS/FAIL

STEP2: WEIGHTED CRITERIA

Only bidders who pass all above criteria will be considered for stage 2 of the technical evaluation process

No.	Ref No. in TOR	Technical Evaluation: Weighted Criteria	Points and Scoring		
		Quality of the proposal	**Max Points**	**Weight/Factor**	**Max Score**
1	Overall	Completeness: Extent to which all aspects of the ToR have been addressed in sufficient detail.	5	2	10
2	Overall	Clarity: Understanding of the scope, and of the duties and responsibilities of the Contractor as per Terms of Reference (TOR). Proposal Quality and compliance with the RFP requirements.	5	2	10
3	Overall	Effectiveness: Suitability of proposed technical approach/methodology for approaching work and completing deliverables as set out on the TOR	5	2	10
3	Overall	Risk Management	5	1	5
		Subtotal	**20**		**35**
		Requirements for the Contractor	**Max Points**	**Weight/Factor**	**Max Score**
4	3	At least 3 years of experience with Apache Superset (can be with multiple projects with a total of 3 years).	5	2	10
5	3	At least 3 years of experience with Apache Airflow (can be with multiple projects with a total of 3 years).	5	2	10
6	3	At least 2 Python development projects for a total of 5 years including DAGs scripts and a FLASK application	5	2	10
7	3	At least 3 years of experience with Elasticsearch (can be with multiple projects with a total of 3 years).	5	2	10
8	3	At least 2 Gitlab projects for a total of 5 years including the development of CI/CD pipelines.	5	1	5
		Subtotal	**25**		**45**
		Requirements for the Contractor's Personnel	**Max Points**	**Weight/Factor**	**Max Score**
9	4	A university degree in a scientific or technical subject with a computing emphasis	5	1	5
10	4	A minimum of 3 years of professional experience with Apache Superset.	5	2	10
11	4	A minimum of 3 years of professional experience with Apache Airflow.	5	2	10
12	4	A minimum of 5 years of professional experience within Python development DAGs scripts and FLASK.	5	2	10
13	4	A minimum of 3 years of professional experience within Elasticsearch.	5	2	10
14	4	A minimum of 3 years of experience developing software in UNIX/Linux environments.	5	1	5
15	4	A minimum of 3 years of experience with Oracle database.	5	1	5
16	4	A minimum of 3 years of experience with Postgres database.	5	1	5
17	4	A minimum of 5 years of experience with agile methodologies.	5	1	5
18	4	A minimum of 3 years of DevOps experience, deploying micro-services using containers (e.g. Docker). Experience with orchestrating micro-services (e.g. Kubernetes) is an advantage.	5	1	5
19	4	A minimum of 3 years of experience building and updating CI/CD pipelines using Gitlab	5	1	5
20	4	A minimum of 3 years of professional experience with Jira.	5	1	5
21	4	Ability to communicate fluently in English. Certification in English is an advantage.	5	1	5
		Subtotal	**65**		**85**
		TOTAL - Technical Evaluation	**110**		**165**

In order to pass this stage, bidders must obtain a minimum score of 99

The technical evaluation process will be done in two stages:

Stage 1: Technical proposals will first be evaluated against the mandatory requirements outlined in the Sheet "Table 1 - Evaluation Criteria", on a PASS/FAIL basis. Compliance with all mandatory requirements is required in order to pass stage 1 of the technical evaluation and to be further considered for stage 2 of the evaluation process.

Stage 2: The technical proposals that have passed stage 1 of the technical evaluation process, will be evaluated against the weighted criteria set forth in the Sheet "Table 1 - Evaluation Criteria".

In order to pass this stage, bidders must obtain a minimum score of 99 and in accordance with the scoring indicated in the Sheet "Table 2 – Scoring".
Failing one of the criteria in Stage 2 will not result in the entire technical proposal failing; provided that the technical proposal obtains a minimum score of 99 as already stated.

TABLE 2 - Scoring

Points	Explanation - to be considered when assigning the points
0	Unsatisfactory - Response incomplete, inadequate and/or non-responsive to the criterion. Bidder does not clearly understand the criterion.
1 - 2	Weak - Does not meet the minimum technical, functional, or performance related criterion.
3	Good - Meets the minimum requirements of the criterion.
4	Very good - Exceeds the minimum requirements of the criterion in some areas.
5	Excellent - Exceeds the minimum requirements of the criterion in all areas.

2. Financial Evaluation and Commercial Evaluation
Once the technical evaluation is finalized, the financial offers of the technically compliant bidders will be evaluated in accordance with the formula given below:

X= Max Available Points * Y/Z

Legend:
X= points to be assigned to the offer being evaluated
Y= price of the lowest priced, technically compliant offer
Z= price of the offer being evaluated

The weight of the technical and financial components is 60% and 40% respectively, subject to contractual acceptability.
The Contract(s) will be awarded to the bidder who receives the highest combined score resulting from the technical and financial evaluations, subject to contractual acceptability.