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iSupport

cross-border recovery
of maintenance obligations
*pour le recouvrement
transfrontière des
obligations alimentaires*

iSupport Tender, Maintenance and Governance Working Group (5) – 19 March 2015 Meeting

Draft Report of Meeting n°5

List of Participants

Experts	iSupport Team
Maria ARIOKANATHAN (France) John AXIAK (Malta) - excused Leo de BAKKER (The Netherlands) Cameron COWPER (Canada) Alisha GRIFFIN (United States of America) Arnaldo JOSÉ ALVES SILVEIRA (Brazil) Hannah ROOTS (NCSEA) Thomas STEIMER (Switzerland)	Philippe LORTIE (Chair) Brigitte VOERMAN - excused Marie VAUTRAVERS Juliane HIRSCH - excused Patrick GINGRAS – excused

Opening of the meeting

1. Philippe Lortie, First Secretary, welcomed experts to the Meeting of the Tender, Maintenance and Governance Working Group.

Finalisation of the Tender and Contractual Matters document

2. Philippe Lortie presented the Draft Tender and Contractual Matters document that had been circulated to the experts in advance of the meeting and asked for general comments on that document.

3. Philippe Lortie read out the paragraphs modified or inserted in the Tender and Contractual matters document according to comments raised during the last meeting of the Tender, Maintenance and Governance Working Group. Following a suggestion made by the NCSEA expert, a provision has been added to designate a coordinator in the event of two companies bidding. As suggested by an expert from France, the notion of “remote maintenance” has also been clarified.

4. Philippe Lortie noted that the Call for tenders will require tenderers to provide all mandatory requirements in accordance with the identified budget, as a necessary condition to qualify. As a consequence, tenderers will also be required to specify whether additional requirements are also

provided either within the initial budget or outside the initial budget in the event additional funding is obtained.

5. Philippe Lortie added that the Tender procedure time line has been completed and adjusted. He noted that tenderers are required to present a test plan and a development work Plan. Further in the document, acceptance criteria have been detailed with a reference to the service levels set out by the General description of the iSupport Services.

6. Philippe Lortie also underscored the exclusion of annual or monthly fee licenses in the event of a proprietary software or components, as discussed by the Advisory Board and the Tender, Maintenance and Governance Working Group.

7. Philippe Lortie noted that evaluation criteria have been refined and detailed in line with the evaluation table that will be used to evaluate tenders.

8. Philippe Lortie indicated that the preference for open standards in compliance with most States policy in that respect has also been specified.

9. Philippe Lortie read out the “Minimum general conditions and terms” that have been completed since the last meeting.

10. An expert from the United States of America recommended adding specifications with regard to the location of the development. She mentioned that developers could for instance be required to work on site, or at least to provide a “touch point” enabling the contracting authority to access and evaluate the application during the development phase.

11. Philippe Lortie observed that the Agile methodology would include assessment of the solution at the end of each “time box”.

12. Philippe Lortie presented the Development and Service Provider evaluation tables including evaluation criteria and their relative weighing. With regard to the Development evaluation table, he observed that mandatory requirements were not listed as a specific criteria, since they were considered as necessary conditions to qualify. Prices of non-mandatory requirements are taken into consideration to determine whether they can be included in the initial budget or require additional funding.

13. An expert from France queried the difference between “references” and “demonstrated experience”.

14. Philippe Lortie explained that references were given by other companies or public authorities with whom the tenderer would have worked in the past, giving more details on their capacity to meet deadlines, to work in a team or to prioritize for instance. He noted that demonstrated experience is related to previous works similar to iSupport that have been delivered by a tenderer and the term would, for instance, describe specific experience or skills in the case management area.

15. An expert from the Netherlands suggested giving more weight to the interfacing possibilities and less to the company criteria.

16. With regard to the Service Provider evaluation table, Philippe Lortie indicated that worldwide common ITIL processes have been used to define the relevant criteria. He noted that some relative weightings on the Service Provider grid differ from the Development weightings since those factors (financial stability and accessibility to the client) are more relevant for the Service Provider with whom a contract of 2 to 5 years will be signed.

17. An expert from the Netherlands commented that the costs criteria should be higher than the company criteria. The Working Group experts opined on that comment.

18. Philippe Lortie gave a short overview of the upcoming tender procedure. He announced that the Prior Information Notice has been sent for publication on the EU Official Journal. He indicated that the revised deliverables document will be published on the iSupport webpage on 2 April 2015 for review and comments from Working Group and private sector experts by 15 April 2015. The Call for tender will be launched on 1st May 2015, with a deadline for submitting tenders on 1st June. The selection of a contractor will be completed by end of June and the development of iSupport will start in July. Philippe Lortie added that during the course of the call for tender procedure, experts might be contacted on short notice to express their views, either in writing or during videoconference meetings, on specific unforeseen issues.

19. An expert from France expressed concerns about the short duration of the contemplated evaluation period, depending on the number of companies tendering.

20. Philippe Lortie mentioned that the number of tenderers was unknown at this point. He however noted that the tenderers are required to be as concise as possible, and that for instance letters of application should not exceed 8 pages. Marie Vautravers underscored the importance of the evaluation tables in that respect, to facilitate the designation of the successful tenderer on the basis of objective criteria.

18. In closing, Philippe Lortie thanked the experts and welcomed any further contributions before the next meeting with regard to non-addressed issues.