

Project Name	Tender: Development, Service and Maintenance of IDH Salary Matrix online tool.
TenderNed-reference:	350475
Subject:	Information notice
Date:	16-5-2022
Company name (questioner)	ALL



Information Notice

Nr.	Document name	Chapter/paragraph	Page	Question	Answer by IDH
1	ToR	3.2 The Assignment	9	The goal of the tender is to select an IT partner to further develop, improve, service and maintain the already existing Salary Matrix tool. Later in the document a handover from the current supplier is mentioned. Is the assumption correct that the current supplier will not participate in this tender?	The current service provider is not excluded from this tender procedure. IDH has put relevant safeguards in place to ensure that there is a level playing field. Further, all relevant information has been shared in the ToR in order to avoid that there would be an advantage of the current service provider over Applicants. If another service provider is awarded the Contract following this tender procedure, the paragraph regarding the handover (Chapter 6 of the ToR) facilitates this transfer in an efficient and timely manner.
2	ToR	10.2 Budget and Tender form	22/23	It is mentioned that currently the Salary Matrix is hosted in the Google Cloud platform. Is the assumption correct that costs for hosting the Salary Matrix tool on the Google Cloud platform (or any eligible alternative) are not required to take into	The service provider arranges the hosting contract for the Google Cloud platform as part of the SLA. Please note that the costs of the Google Cloud platform are required to be reflected in the budget and tender form.

				account for the budget and tender form but will be accounted directly to IDH?	
3	ToR	8.6 Tender conditions	18	It is stated that the submitted Proposal is regarded as an irrevocable offer. The nature of our business requires us to maintain our independence at any time and therefore obliges to a great number of external obligations. May we assume that by an irrevocable offer is meant that the offer, which has a limited validation of three months after the date of issue, is regarded as irrevocable unless external factors require otherwise?	The assumption is incorrect. All proposals including their budgets are regarded as irrevocable offers and should be valid for three months.
4	ToR	9.4 References	20	In 9.4 the requirement is set that all reference client projects must have been finalized within the last three (3) years. Especially given the nature of the assignment, which includes a SLA, we would like to propose the following requirement instead: all reference client projects must have been finalized within the last three (3) years, or started within the last three (3) years. If the project has not been finished yet, only achieved results may be taken into account.	In addition to the requirements set out in 9.4., IDH will consider: reference client projects finalized within the last three (3) years, and/or started within the last three (3) years.
5	ToR	10.1 Narrative Proposal	22	The following requirement is described: ability to travel to facilitate meetings in the Netherlands at least 4 times a year. May the applicant assume that (partial) near-shoring and/or off-shoring of the team is allowed when this criteria is met?	IDH would appreciate the persons who belong to the core project team and the person who will act as key-contact during the entire duration of the Contract being willing and able to meet at least four times a year in the Netherlands. The location of other team members of the development team

					are irrelevant for scoring of the Proposals and proposed teams.
6	ToR	10.1 Narrative Proposal	22	The following requirement is described: ability to travel to facilitate meetings in the Netherlands at least 4 times a year. Does IDH expect the full team to be physically present during these meetings or does it suffice if only the key team members are present?	IDH would appreciate the persons who belong to the core project team and the person who will act as key-contact during the entire duration of the Contract being willing and able to meet at least four times a year in the Netherlands. The location of other team members of the development team are irrelevant for scoring of the Proposals and proposed teams.
7	ANNEX 2	2: Maintenance and support, including service desk activities		Applicant has a broad portfolio of service offerings. Regarding maintenance and support, a matching reference can be found in our own way of working, which involved Cloud-based hosting of our internal systems and providing service desk services towards internal clients. Would IDH be willing to accept the described internal reference as part of the proposal?	As an alternative, IDH may accept an internal reference, as long as it meets the requirements outlined in Chapter 9.4 of the ToR. Historical metrics have to be presented to support the internal reference.
8	ANNEX 3 Platform Technology stack overview	-	1	To what extent would you agree to refactor the current stack to a new stack, knowing that it will benefit the quality of the application in the long term?	IDH has a strong preference to continue development with the current stack as outlined in the ToR. However, IDH may consider the option to refactor the current stack to a new stack, if there is strong evidence and arguments that this will benefit the quality of the application in the long term. The Applicant offering such refactoring

					option shall demonstrate proof and references that it had performed refactoring of a current stack to a new stack without issues in budget and time.
9	ANNEX 3 Platform Technology stack overview	-	-	Is IDH willing to work with (otherwise perfectly fitting) suppliers that have proper experience but not yet fully on the complete tech stack (yet)? And are open to gaining experience with these frameworks / languages and source developers upon to fill in gaps where they might occur?	IDH has a strong preference to continue development with the current stack as outlined in the ToR with suppliers who have experience, capacity and capability to onboard rapidly and continue development, service and maintenance of the tool as soon as possible after contract signing.
10	ANNEX 3	Technology Stack		In the Technology stack, Google Cloud and Google App Engine are mentioned as used Cloud technologies. Are the corresponding required contracts and processes directly made with Google (with or without a third-party) or is it expected from the applicant that the Google-based services are managed as part of the SLA?	The service provider arranges the hosting contract for the Google Cloud platform as part of the SLA. Please note that the costs of the Google Cloud platform are required to be reflected in the budget and tender form.
11	n.a.	n.a.		Applicant usually sends out proposals to clients based on our own terms and conditions. May the applicant assume that for this tender this will suffice as well and any contract negotiations will take place after the provisional awarding of the contract? If the assumptions is incorrect, could IDH share a	By submitting a proposal, the Applicant agrees to the core elements of the Framework Agreement, as referred to in Chapter 7 of the ToR. After the Contract is awarded, terms and conditions other than the core elements referred to in Chapter 7 of the ToR may be negotiated between IDH and the winning Applicant.

				concept contract which can be reviewed by the applicants legal department?	
12	n.a.	n.a.		Applicant has a strong service offering consisting of User Experience specialists and solution architects. For a tool such as the Salary Matrix tool, which already has a production status and is currently already in use, such a team would be able to bring the tool to the next level. To which extent is IDH willing to invest at this stage in the tool by performing UX-research studies?	As outlined in Chapter 3 of the ToR, IDH is interested in proposals on how to reach the objectives of the Salary Matrix tool, whilst creating an intuitive interface that requires basic online and digital skills and provides clear and understandable feedback. At this stage the main focus is on further developing the Salary Matrix tool rather than performing UX-research studies.
13	n.a.	n.a.		Did IDH consider to contract a fixed part of the functionality for a fixed price? Since Applicant has a strong belief it could realize the requirements well before summer 2024 it is interested in the considerations by IDH.	No. IDH does not intend to contract fixed parts for fixed prices as outlined in the TOR under Chapter 5. It is key to receive ongoing support throughout the contract, since additional may be requested or added to the tool, of which some are not yet identified.