Answers – Information Memorandum II

Nr.	Page	Concerns
1.	Appendix 4	Nr. 59
Question	We have a question regarding the URS App.4. In No. 59 it is specified that the tendering company has to be complient with ISO standards. Does this require an ISO certification or is it sufficient according to Part B - Tender Contiditions No. 9. if the company provides a description of how compliance with these measures is monitored, accompanied by a policy statement from management confirming that management endorses and monitors these measures? Alternatively, would it be sufficient if we provide the ISO certificate only for the software related parts of the tender as the ISO 27001 focusses more on IT-security. We can povide this certificate from the supplier of the software.	
Answer	With reference to URS Appendix 4, item No. 59, and Part B – Tender Conditions, No. 9, the requirement that tenderers have taken ISO-based environmental, quality, and security measures does not automatically imply a mandatory obligation to hold ISO certification. In accordance with Part B, tenderers may demonstrate compliance with the relevant requirements in one of the following ways: • by submitting a valid ISO certificate issued by an independent body (e.g. NEN ISO 9001:2015, NEN ISO 14001:2015, or an equivalent standard), valid on the closing date of the tender submission period; or • where no certificate is held and no certification process is currently ongoing, by submitting equivalent evidence, such as a current and valid manual describing the measures implemented by the organisation, including: o the measures taken to guarantee quality, environmental protection, or information security (as applicable); o a description of how compliance with these measures is monitored; and o a policy statement from management confirming that management endorses and actively monitors these measures, together with an explanation of why the measures are equivalent to the relevant ISO standard; or • where certification is in progress, by providing evidence of the stage reached in the certification process, including a certification schedule agreed with the certifying body, accompanied by the relevant manual elements and policy statement. With regard to ISO 27001, where the requirement relates primarily to IT and information security, it is acceptable to submit certification that is limited to the software-related scope of the tender, provided that this scope is relevant to the services or deliverables offered. In such cases, an ISO 27001 certificate from the software supplier may be submitted, together with an explanation of how the tenderer ensures that the certified information security measures are applied within the overall solution and contractual responsibility of the tenderer.	

	Equivalent evidence demonstrating that sufficient security, quality, and environmental measures have been implemented, including experience with high-security projects for public authorities, may be taken into account, insofar as such evidence is relevant to the subject matter of the tender and allows the contracting authority to assess compliance with the selection criteria. Supporting documents may be requested at a later stage of the procedure, or earlier if required for the proper conduct of the selection process, and must be submitted within seven calendar days of the request, as stipulated in Part B.