



Thessaloniki, 29/07/2013

OPEN INVITATION TO TENDER
AO/RES/SAN/ICTSS/010/13 - "ICT SUPPORT SERVICES"

REQUEST FOR CLARIFICATION (2) – QUESTIONS & ANSWERS

Question Nr. 1

We are sending you this letter in order to administer the following issues regarding the tender "ICT support services" 2013/S 121-206345 involving the minimum requirements for the profile of consultants for Lot 1 (consultancy and technical support related to Windows servers and desktop administration).

Please reckon the following table.

Certificate	Description	Training Course	Published
MCSE: Server Infrastructure	Designing and Implementing a Server Infrastructure	Course 20413B	April 05, 2013
	Implementing an Advanced Server Infrastructure	Course 20414B	May 15, 2013
MCSE: Messaging	Core Solutions of Microsoft Exchange Server 2013	Course 20341B	June 21, 2013
	Advanced Solutions of Microsoft Exchange Server 2013	Course 20342B	June 24, 2013
MCSE: Communication	Core Solutions of Microsoft Lync Server 2013	Course 20336B	May 03, 2013
	Enterprise Voice & Online Services with Microsoft Lync Server 2013	Course 20337A	May 07, 2013
MCSE: SharePoint	Core Solutions of Microsoft SharePoint Server 2013	Course 20331B:	June 17, 2013
	Advanced Solutions of Microsoft SharePoint Server 2013	Course 20332A	April 04, 2013
MCSE: Business Intelligence	Designing Business Intelligence Solutions with Microsoft SQL Server 2012	Course 20467B	April 22, 2013

Please consider taking into account the aforementioned table that one (1) Microsoft official course was published just three (3) days before the tender's publication another two Microsoft official courses were published just 6 and 10 days before the tender's publication.

Also, most of the needed Microsoft official courses were published in the end of April 2013 or May 2013.

It is clear that there is no possible way, that any company having the intention to participate to the tender could acquire the needed certifications.

Furthermore, we would like to point out that the previous equivalent tender ('ICT External Services' Ref.: Contract Notice - 2010/S 133-203562) did not ask for this level of certifications moreover it did not asked for so recent certifications for the time that it was announced for the equivalent Lot and level of consultants.

We are expecting for a fair and impartial handling of the arising issue.

Cedefop's clarification to Question Nr. 1

Cedefop would like to inform tenderers that it has taken into account the information provided by the Microsoft training and certification web pages¹ related to the certifications required within the abovementioned call for tenders. As it is shown below, the **exam dates** announced by Microsoft for the related certifications are the key dates considered in this call for tenders.

Certificate	Description	Optional Training	Published	Required Exam	Published
MCSE: Server Infrastructure	Designing and Implementing a Server Infrastructure	413 or 20413A	April 05, 2013	410	September 17, 2012
	Implementing an Advanced Server Infrastructure	414 or 20414B	May 15, 2013	414	December 12, 2012
MCSE: Messaging	Core Solutions of Microsoft Exchange Server 2013	341	June 21, 2013	341	January 15, 2013
	Advanced Solutions of Microsoft Exchange Server 2013	342	June 24, 2013	342	January 15, 2013
MCSE: Communication	Core Solutions of Microsoft Lync Server 2013	336	May 03, 2013	336	November 06, 2012
	Enterprise Voice & Online Services with Microsoft Lync Server 2013	337	May 07, 2013	337	November 06, 2012
MCSE: SharePoint	Core Solutions of Microsoft SharePoint Server 2013	331	June 17, 2013	331	February 01, 2013
	Advanced Solutions of Microsoft SharePoint Server 2013	332	April 04, 2013	332	February 01, 2013
MCSE: Business Intelligence	Designing Business Intelligence Solutions with Microsoft SQL Server 2012	467	April 22, 2013	467	June 11, 2012

Based on the above, Cedefop considers that there is sufficient time for the companies and professionals that work actively in these fields to be certified in the relevant technologies on time. Nevertheless, as two technologies are not mentioned in the ICT profile (namely SharePoint and Lync) Cedefop has decided to accept two types of certificates as indicated in Correction No (1) and (2) posted in our web site.

¹ <http://www.microsoft.com/learning/en-us/default.aspx>

As regards the MCSE Communication, Cedefop makes an addition to the specific requirement and changes the relevant text (see Cedefop's correction (2) as published on our website) in order to include previously earned Lync expertise certifications, which should be valid at least until the deadline of submission of tenders, as required for all certifications.

Concerning previous calls for tenders, we would like to inform you that Cedefop adjusts and adopts its tendering specifications according to its current and foreseen needs and related ICT infrastructure, and therefore defines the level of required certification accordingly.

Question Nr. 2

The intension of this document is to highlight the following points that draw our attention during the process of preparing a proposal for the tender ICT support services" - 2013/S 121-206345. As mentioned in the tender's text, at Lot 1 and more specifically for the profile of IT Consultant, there are several requirements for Microsoft Certified Solutions Experts (MCSE). However, in order for our consultants to upgrade their certifications and obtain the latest ones that you ask for, it is advised to follow certain courses that:

- One Microsoft official course was published just three (3) days (!!!) before the tender (June 24, 2013 - Course 20342B, Advanced Solutions of Microsoft Exchange Server 2013).*
- Two Microsoft official courses were published just 6-9 days (!!!) before the tender (June 21, 2013 Course 20341B Core Solutions of Microsoft Exchange Server 2013 and June 17, 2013, Course 20331B, Core Solutions of Microsoft SharePoint Server 2013).*
- Three Microsoft official courses were published in May approximately 30 days before the tender and another three in April.*

Due to the short period between the publication of the official courses and the tender it was impossible for any company to achieve the certifications unless there was some kind of internal information. Thus it is expected that just one company will participate in the tender.....

On the other hand for the same object the previous tender asked for a small portion of the certifications. One way or another there other ways to direct entrust a contract.

Finally, there is no reference to the use of Lync server and/or Sharepoint at CEDEFOP's ICT profile but the relevant certifications are also needed.

Taking into account the status of your organization and considering that there is the intention of preserving it, keeping up with the European legislation regarding public tenders and competition, we ask that you postpone the tender and accept the previous versions of certifications.

Cedefop's clarification to Question Nr. 2

Please refer to Answer to Question No 1 above, Cedefop's corrections (1) and (2) and Answer to Question No 2 of Cedefop's clarification (1) (last paragraph).

Based on the above, no extension of the deadline for submission of tenders is foreseen as the required certificates are deemed necessary to ensure the proper execution of the contract in the next 4 years.