

Thessaloniki, 03/08/2010
RS/PRO/YSIRAK/2010/509**OPEN INVITATION TO TENDER****AO/RES/SAN/ICT Services/013/09 - “ICT External Services”****REQUEST FOR CLARIFICATIONS (1) – QUESTIONS AND ANSWERS**

Dear Madam/Sir,

In regards to the above mentioned open Tender Procedure please find below the Answers of Cedefop to the requested Clarifications, which were raised by one potential tenderer.

Question 1

Paragraph 6.10 at the last bullet refers to columns “Cost per travel (C)” and “Accommodation cost per day (E)” of the tables in Annex H but these do not seem to match with Annex H. Could you please clarify?

Cedefop Answer to Question 1

The fourth and the last bullets in point 6.1 and the reference in the fifth bullet to Annex IV of the Draft Contract are not applicable to this contract. Please do not consider them for the preparation of your offer.

No transportation costs, neither accommodation costs will be reimbursed to the contractor. All costs incurred, including travel-accommodation related to Cedefop’s meetings as well as any travel expenses (see also point 3.9, point 3.1.4, point 3.2.3 and point 3.3.5 of the tender specifications) that may occur in performing the tasks under this Call for tenders, have to be included in the daily rates of the financial offer (Annex H)

Question 2

Lot 3: In Annex H it is stated that the daily rate for the ICT Security Trainer should include course preparation time. Is more detailed scenario guidance available? The reason for the question is that course design times can vary greatly from upwards of twice course delivery time for general awareness courses for non-technical staff to more than five times course delivery times for detailed technical training. Moreover, there is no indication of whether the sixteen days in the scenario is sixteen days of course delivery or whether it includes the curriculum development activity referred to in paragraph 3.3.4.2. There is no indication of whether you expect equal numbers of courses for technical and non-technical staff or whether some other ratio should be assumed. Finally, can we assume that there are only two courses to be designed and that, for each course, full course development will only need to be done once over the four year period?

Cedefop Answer to Question 2

The estimated 16 days in the scenario for Lot 3 are foreseen for the delivery of the actual specialised training courses covering the total maximum period of four (4) years (1+1+1+1 years) of this framework contract. Please consider the following:

<i>Training courses to be delivered</i>	<i>Total days of training (for 4 years)</i>	<i>Total days of training (per year)</i>	<i>Training sessions (per year)</i>
<i>For technical staff</i>	8 days	2 days	2 sessions (each for 1 day)
<i>For non-technical staff</i>	8 days	2 days	2 sessions (each for 1 day)
<i>Total</i>	16 days	4 days	4 sessions (each for 1 day)

One-day training courses for each of the two staff categories should be delivered twice per year.

Example: A possible training could be delivered in regards to the security principles in computer systems, which should be attended by all non-technical staff. The people should be able to get at least one (1) day of training per year on this subject. The foreseen two training sessions per year will give the possibility to someone, who missed the first training to participate in the second training.

The same principle applies for the technical staff training.

The prices should include the cost for preparation of these trainings.

It is also assumed that the training (plan) should be prepared annually at the beginning of each year of the Framework Contract implementation (for 1+1+1+1 years), it has to be coordinated and agreed with the ICT Department and updated before the actual training course(s) delivered.