

Thessaloniki, 11/08/2010
RS/PRO/YSIRAK/2010/529

OPEN INVITATION TO TENDER

AO/RES/SAN/ICT Services/013/09 - “ICT External Services”

REQUEST FOR CLARIFICATIONS (2) – 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:

Could you please consider extending the tender submission deadline by at least 3 weeks considering the fact that due to seasonality factors most companies in Europe under operate?

Cedefop Answer to Question 1

Cedefop considers that the time limits for the receipt of tenders and requests to participate, laid down in the Contract Notice and in the Invitation to tender are long enough to allow interested parties to have a reasonable and appropriate period of time to prepare and submit their tenders.

The Contract Notice for this open tender procedure was dispatched for publication in OJ on 01.07.2010 (please see point VI.5 of the Contract Notice, Annex A of the Tender Specification). The time limit for receipt of tenders for this open call is 55 days, counted from the date on which the Contract Notice for it was dispatched for publication in OJ. The FR (Art. 98(1)) and the IR (Art.140 (2)) stipulate that this period should be not less than 52 days. Thus all applicable rules and regulations are fully respected.

Question 2:

In *Contract notice*, page 5, section III.2.2, are given the financial thresholds per lot. In case of participation in more than one lot is the threshold cumulative? For example, in case of participation to lot 1 and lot 2 will the threshold for the average annual overall turnover be 580.000 Euros that is the sum of the individual thresholds of the two lots or 400.000 Euros that is the maximum threshold of the two lots?

Cedefop Answer to Question 2

The aim of the selection criteria is to evaluate the tenderer's capacity to execute similar contract(s). The required Economic and Financial Capacity (minimum average annual turnover) of the tenderers for each lot is a function of the estimated price volume of the

respective contract (per lot). Therefore the tenderer's turnover has to correspond to the minimum required turnover for each lot the tenderer applies for.

In case a tenderer submits offers for Lot1 and Lot2:

- a) the tenderer is compliant for each , and for both lots together if his average turnover is minimum 580.000 EUR (cumulative minimum threshold);
- b) the tenderer is compliant for each lot, but not for both together, if his average turnover is less than the cumulative minimum threshold (i. e below 580.000 EUR), but it covers the minimum turnover for each of the two lots separately (has a turnover of min. 400.000 EUR). In such case the tenderer could possibly be awarded a contract for one of the lots only (in case he is compliant with the Professional and Technical Capacity requirements and has offered the best-value-for-money for the respective lot).

Question 3:

In **Draft Contract**, page 5, section I.5.1, first paragraph after the bullets is stated that Contractor shall have twenty days to submit additional required information. In case Cedefop ask for more information upon receiving the initially asked, shall the deadline for the new submission be again the same?

Cedefop Answer to Question 3

Yes, the deadline for a second submission of documents shall be the same (twenty days).

Question 4:

In **Draft Contract**, page 5, section I.5.1, last paragraph, is stated “*Within 30 days of the date of receipt of the relevant invoice(s) for the respective quarter a payment corresponding to the relevant invoices equal to 25 % of the total amount referred in the relevant order form shall be made.*” Could you please elaborate more on that? What if in the above quarter the provided services cost more than 25% of the total amount referred in the relevant order form?

Cedefop Answer to Question 4

The text in Annex B, Draft Contract, page 5, section I.5.1, last paragraph, is revised and should read as follows:

“*Within 30 days of the date of receipt of the relevant invoice(s) for the respective quarter a payment, corresponding to the relevant invoice, up to the amount referred in the relevant order form shall be made*”

Please note that Annex B is the draft FW contract, and is not the final contract, that will be signed with the selected tenderers (for each of the 3 lots)

Question 5:

In **Draft Contract**, page 8, section II.1.7 is stated “*In the event of disruption resulting from the action of a member of the Contractor's staff working on Cedefop premises or in the event of the expertise of a member of the Contractor's staff failing to correspond to the profile required by the Contract, the Contractor shall replace him without delay*”. Could you please define what you consider as “**delay**” for the replacement?

Cedefop Answer to Question 5

The term “without delay” should be considered as “not later than the next business week”.

Question 6:

In **Draft Contract**, page 16, section II.12.1 is stated among others that strikes cannot be invoked as force majeure. What about the case of third party strikes that affect the fulfillment of the obligations, e.g. strikes that affect all kinds of transportation? Could you please specify?

Cedefop Answer to Question 6

In accordance with the definition of “force majeure” stated in Article II.12.1 of the draft Framework contract, third party strikes can be invoked as cases of force majeure.

Question 7:

In **Tendering Specifications**, page 20, section 3.1, first paragraph, is stated “*All tenderers, all consortium members (if any) and all subcontractors specified as per point 4.2, 2nd subparagraph (if any) shall provide the self-declaration found in Annex C duly signed and dated. Failure to provide the declaration(s) on exclusion criteria will lead to the rejection of the tenderer from further evaluation*”. It is our understanding that it is enough only the self-declaration to be included to the tender documentation and the correspondence proof documents to be available upon request and / or in case of contract award. Could you please confirm?

Cedefop Answer to Question 7

Your understanding is correct.

Question 8:

It is our understanding that an electronic copy of the offer, except from financial proposal for which it is explicitly requested, is not required for submission. Could you please confirm this?

Cedefop Answer to Question 8

Only an electronic copy of the Financial proposal is required. No electronic copies of the other documents have to be submitted.

Question 9:

In **Annex H - Financial Proposal**, Lot 2 & Lot 3 there is no discrimination on the price rate on weekdays / weekends. It is our understanding that for such lots there won’t be need for overtime. Could you please confirm that?

Cedefop Answer to Question 9

Yes, we confirm this, your understanding is correct.

Question 10:

In the **Invitation Letter**, page 2, bullet 4, it is referred that tenders are signed by an authorised representative. Could you please specify if the whole offer should be signed in each page separately or where necessary (only specific declarations, forms, annexes etc)?

Moreover, could you please specify whether a full name signature is required or just the initials of our legal representatives?

Cedefop Answer to Question 10

The tenderer should submit the Cover letter, the required forms attached as Annexes and the Financial offer signed. Full name and signature are required.

- a) the Cover letter must be signed by official representative/s (name and position) who is/are legally authorised to sign the contract in case of contract award as requested in point 4 of the Invitation to tender.
- b) all other documents (the required forms attached as Annexes and the financial offer) could be signed by any authorised signatory/ies on behalf of the Tenderer (formally empowered to represent the tenderer so that to have the legal capacity to act on behalf of his/her/their company). This could also be the same person/s as per point a) above.

Question 11:

In *Tendering Specifications*, page 27, section 3.4.9, third paragraph is stated that travel - accommodation related to Cedefop's meetings or contract's execution of tasks must be included in the daily rates per profile of the financial offer and not be charged to Cedefop.

At the next paragraph is stated that for some exceptional cases any travel expenses will be reimbursed by Cedefop upon prior approval.

In *Tendering Specifications*, page 9, section 2.2, third paragraph is stated “A relatively small quantity of services (1%-3%) may need to be delivered in Brussels. However, this is expected not to occur more than on 1-2 occasions over the four year term of contract”.

It is our understanding that such occasions will be considered as exceptional cases, since tasks will be executed away from Cedefop's premises. So, the travel expenses will be covered by Cedefop and subsistence allowance will be also provided. Could you please confirm?

Cedefop Answer to Question 11

Your understanding is correct - traveling to Brussels will be considered exceptional and shall be reimbursed by Cedefop separately according to its relevant rules, which can be found enclosed after the answer to Question 35, and which will become an Annex to the FW Contract for each lot.

Question 12:

Concerning the CVs we would like the following clarifications:

- i) Do you prefer any specific CV template, or any template, including the Europass, can be used?
- ii) Should CVs be anonymous and related personal data enclosed in a separate folder or the personal data should be embedded to the CVs?
- iii) Is it accepted for the Tenderer to submit CVs of freelancers? If yes, a letter of intent stating their intention to participate in the project is sufficient? If no, what other documents are required?
- iv) In case one of the submitted CVs per Lot does not cover the “Requirements” but the rest of the CVs per Lot cover as a whole all the respective requirements, shall the tenderer be rejected for the corresponding Lot? For example, for Lot 2 Tenderers submit 4 CVs out of which one CV does not present 3 years of professional

experience but the rest of the CVs as a whole cover the overall Lot 2 Requirements, will this Tenderer be rejected?

v) In case the provided CVs taken as whole do not cover all the requirements, shall the tenderer be rejected for the corresponding lot?

Cedefop Answer to Question 12

i) The Tender Document Under “Introduction to Cedefop” point 3 indicates “...Cedefop is supporting work on tools such as Europass ...” Using the Europass CV will give consistency to the presentation of all the CVs. This will help the evaluation committee in their work, however it is not a requirement stated in the tendering documents.

ii) CVs cannot be anonymous, the staff representing the skills education and experience should be identifiable.

iii) An economic operator may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links which he has with them. He must in that case prove to the contracting authority that he will have at his disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at his disposal. This obligation may be fulfilled by presenting statements from those entities or the consortium agreement. In any case, the tenderer should refer to points 4.1 and 4.2 of the Tendering Specifications related to exclusion and selection criteria, and to points 5, 5.1, 5.2. and 5.3 related to the possible forms for collaboration.

iv) The tenderers submitting a tender for Lot 1 and/or Lot 2, or for Lot3 have to adhere to the minimum number of CVs, required for submission for each profile under each of the 3 lots.

The tender specification clearly stipulates that the required certification of the experts proposed for the profiles under Lot 1 will be taken as a whole (see points 3.1.2.16 and 3.1.3.18) , i.e for those profiles no single CV is expected to cover all the required certifications.

For Lot 2 the CVs might address different fields of expertise within the profile (i.e. for Lot 2, particularly knowledgeable of project management software tools, communication skills). However, the proposed set of at least 2 CVs should cover as a whole all the relevant fields.

For Lot 3 the CVs might address different fields of expertise within one and the same profile (e.g. particularly knowledgeable of security protocols and policies, vulnerability analysis, penetration testing and security incident investigations). However the proposed set of CVs for each profile should cover as a whole all the relevant fields.

v) Your understanding is correct.

Question 13:

Concerning the technical certifications of the candidates, could you please specify whether certifications from professional trainings provided by Authorized Training Centers on these or equivalent technical areas suffice?

Cedefop Answer to Question 13

As per points 3.1.2.16 (except point (d)) and 3.1.3.18 of the Tendering Specifications, the tenderers are required to submit proof of any and only Microsoft certification requested.

Question 14:

Tendering Specifications, page 15, section 3.1.2.16, bullet a, requests for the following certification: “MCITP Enterprise Administrator 2008”.

- i) Could you please specify if you are seeking for the certification titled “MCITP Enterprise Administrator” which is the official Microsoft Certification? If not, could you please provide the exact title of the certification / exam needed (e.g. Exam 70-647: *Pro: Windows Server 2008, Enterprise Administrator*)?
- ii) Furthermore, could you please specify if there is any other equivalent exam/certification that could be considered sufficient, either stand alone or in conjunction with proven professional experience? For example, could the certifications / exams listed below:
 - Microsoft Certified IT Professional Server Administrator
 - Microsoft Certified Technology Specialist on Windows Server 2008 Active Directory Configuration
 - Microsoft Certified Technology Specialist on Windows Server 2008 Network Infrastructure Configuration
 - Microsoft Certified Technology Specialist on Windows Server 2008 Application Platform Configuration
 - Upgrading MCSE on Windows Server 2003 to Windows Server 2008, Technology Specialist (Exam 70-649)

be considered sufficient either stand alone or in conjunction with proven professional experience in the requested technical field? Please elaborate.

Cedefop Answer to Question 14

- i) What is requested is MCITP Enterprise Administrator
- ii) For each MCITP title there a specific exam following an exact training path set by Microsoft. The Microsoft web page <http://www.microsoft.com/learning/en/us/certification/mcitp.aspx#tab2> indicates the exams required to acquire the MCITP Enterprise Administrator 2008 see below:

Certification	Required exam(s)*
Windows Server	<p>MCITP: Enterprise Administrator</p> <p>Exam 70-640</p> <p>Exam 70-642</p> <p>Exam 70-643</p> <p>plus either</p> <p>Exam 70-620</p> <p>or</p> <p>Exam 70-624¹</p> <p>or</p> <p>Exam 70-680</p> <p>and</p> <p>Exam 70-647</p>

Question 15:

Tendering Specifications, page 15, section 3.1.2.16, bullet b, requests for the following certifications: “*MCITP Designing Messaging Systems with Exchange 2007*” or the “*MCITP Deploying Messaging Systems with Exchange 2007*”.

- i) Could you please confirm that you are seeking respectively for the particular exams: **Exam 70-237**, **Exam 70-238** that count as credits toward the certification “**MCITP: Enterprise Messaging Administrator**”?
- ii) Furthermore, could you please specify if there is any other equivalent exam/certification that could be considered sufficient? For example, could the certifications / exams listed below:
 - Microsoft Certified System Engineer (*Microsoft Exchange 2003 Engineer*)
 - Microsoft Certified Systems Administrator 2003: Messaging Specialization
 - Implementing and Managing Microsoft Exchange Server 2003 (Exam 70-284)be considered sufficient either stand alone or in conjunction with proven professional experience?

Cedefop Answer to Question 15

- i) Point 3.1.2.16 (b) is changed as follows:

“(b) *Designing Messaging Solutions with Microsoft Exchange Server 2007 OR Deploying Messaging Solutions with Microsoft Exchange Server 2007*”

- ii) See Cedefop clarification No 22

Question 16:

Tendering Specifications, page 15, section 3.1.2.16, bullet c, requests for the following certifications: “*MCITP Enterprise Desktop Support Technician*” or the “*MCITP Windows 7 Desktop Administrator*”. Could you please confirm that you are seeking respectively for the particular **Exam 70-685** that counts as credit towards the certification “**MCITP: Enterprise Desktop Support Technician 7**” and the **Exam 70-686** that counts as credit towards the certification “**MCITP: Enterprise Desktop Administrator 7**”? Furthermore, could you please specify if there is any other equivalent exam/certification that could be considered sufficient, either stand alone or in conjunction with proven professional experience in the requested technical field?

Cedefop Answer to Question 16

According to Microsoft Certification the following are required for the two alternative certifications:

- MCITP Enterprise Desktop Support Technician: Exams 70-680 and 70-685
- MCITP Windows 7 Desktop Administrator: Exams 70-680 and 70-686

The Microsoft web page

<http://www.microsoft.com/learning/en/us/certification/mcitp.aspx#tab2> indicates the exams required for compliance with the requirements of bullet c, section 3.1.2.16 on page 15, see below:

Certification	Required exam(s)*
Windows Client	
MCITP: Enterprise Desktop Support Technician 7	Exam 70-680
	Exam 70-685
MCITP: Enterprise Desktop Administrator 7	Exam 70-680
	Exam 70-686

Question 17:

Tendering Specifications, page 17, section 3.1.3.18, bullet e, requests for the following certification: “*MCTS in Server 2008 Configuration and Management*”.

- i) Could you please specify to which particular one from the official Microsoft list of certifications this certification refers to? We understand that any of the following certifications
 - Microsoft Certified Technology Specialist on Windows Essential Business Server 2008, Configuration (Exam 70-654)
 - Microsoft Certified Technology Specialist on Windows Server 2008 Applications Infrastructure Configuration (Exam 70-643)
 - Microsoft Certified Technology Specialist on Windows Small Business Server 2008, Configuration (Exam 70-653)
 is considered sufficient. Could you please confirm?
- ii) Furthermore, could you please specify if there is any other equivalent exam/certification that could be considered sufficient? For example, could the certifications / exams listed below:
 - Microsoft Certified System Engineer on Windows Server 2003
 - Microsoft Certified System Engineer Security on Windows Server 2003
 - Microsoft Certified System Engineer Messaging on Windows Server 2003 (Microsoft Exchange 2003 Engineer)
 - Microsoft Certified System Engineer on Windows Server 2000
 - Microsoft Certified System Engineer Security on Windows Server 2000
 - Microsoft Certified System Engineer on Windows NT 4.0
 - Microsoft Certified System Administrator on Windows Server 2003
 - Microsoft Certified System Administrator Security on Windows Server 2003
 - Microsoft Certified System Administrator Messaging on Windows Server 2003
 - Microsoft Certified System Administrator on Windows Server 2000
 - Microsoft Certified Professional (Windows 2003 Server, Windows NT 4 Server, Windows 2000 Pro)
 - Installing, Configuring, and Administering Microsoft Windows 2000 Professional (Exam 70-210)
 - Implementing and Administering Security in a Microsoft Windows 2000 Network (Exam 70-214)
 - Installing, Configuring, and Administering Microsoft Windows 2000 Server (Exam 70-215)

- Implementing and Administering a Microsoft Windows 2000 Network Infrastructure (Exam 70-216)
- Designing Security for a Microsoft Windows 2000 Network (Exam 70-220)
- Installing, Configuring, and Administering Microsoft Internet Security and Acceleration (ISA) Server 2000, Enterprise Edition (Exam 70-227)
- Supporting and Maintaining a Microsoft Windows NT Server 4.0 Network (Exam 70-244)
- Managing and Maintaining a Windows Server 2003 Environment (Exam 70-290)
- Implementing, Managing, and Maintaining a Windows Server 2003 Network Infrastructure (Exam 70-291)
- Planning and Maintaining a Windows Server 2003 Network Infrastructure (Exam 70-293)
- Planning, Implementing, and Maintaining a Windows Server 2003 Active Directory Infrastructure (Exam 70-294)
- Designing a Windows Server 2003 Active Directory and Network Infrastructure (Exam 70-297)
- Designing Security for a Windows Server 2003 Network (Exam 70-298)
- Implementing and Administering Security in a Windows Server 2003 Network (Exam 70-299)
- Implementing Microsoft Internet Security and Acceleration (ISA) Server 2004 (Exam 70-350)
- Managing and Maintaining a Windows Server 2003 Environment for an MCSA Certified on Windows 2000 (Exam 70-292)
- Planning, Implementing, and Maintaining a Windows Server 2003 Environment for an MCSE Certified on Windows 2000 (Exam 70-296)
- Updating Systems Engineer Skills from W2K to Windows Server 2003
- Implementing Windows 2000 Professional
- Implementing Windows 2000 Server

be considered sufficient either stand alone or in conjunction with proven professional experience in the requested technical field?

Cedefop Answer to Question 17

- i) Point 3.1.2.18 bullet (e) is abolished since bullet (f) is covering the MCTS certifications needed.
- ii) ii) see Cedefop clarification No 22

Question 18:

Tendering Specifications, page 17, section 3.1.3.18, bullet f, requests for the following certifications: “*MCTS in Windows Server 2008 Active Directory Configuration*” or “*MCTS in Windows Server 2008 Network Infrastructure Configuration*”. Could you please specify if there is any other equivalent exam/certification that could be considered sufficient? For example, could the certifications / exams listed below:

- Microsoft Certified System Engineer on Windows Server 2003
- Microsoft Certified System Engineer on Microsoft Windows 2000 Server
- Microsoft Certified System Engineer on Microsoft Windows NT 4.0

- Microsoft Certified Systems Administrator on Windows Server 2003
- Microsoft Certified Systems Administrator on Microsoft Windows 2000 Server
- Microsoft Certified Professional (Windows 2003 Server , Windows NT 4 Server)
- Implementing and Administering a Microsoft Windows 2000 Network Infrastructure (*Exam 70-216*)
- Implementing and Administering a Microsoft Windows 2000 Directory Services Infrastructure (*Exam 70-217*)
- Designing a Microsoft Windows 2000 Directory Services Infrastructure (*Exam 70-219*)
- Implementing, Managing, and Maintaining a Windows Server 2003 Network Infrastructure (*Exam 70-291*)
- Planning and Maintaining a Windows Server 2003 Network Infrastructure (*Exam 70-293*)
- Planning, Implementing, and Maintaining a Windows Server 2003 Active Directory Infrastructure (*Exam 70-294*)
- Designing a Windows Server 2003 Active Directory and Network Infrastructure (*Exam 70-297*)

be considered sufficient either stand alone or in conjunction with proven professional experience in the requested technical field?

Cedefop Answer to Question 18

See Cedefop clarification No 22

Question 19:

Tendering Specifications, page 17, section 3.1.3.18, bullet g, requests for the following certification: “*MCTS in Exchange Server 2007 - Configuring*”. Could you please specify if there is any other equivalent exam/certification that could be considered sufficient? For example, could the certifications / exams listed below:

- Microsoft Certified System Engineer on Windows Server 2003
- Microsoft Certified System Engineer on Microsoft Windows 2000 Server
- Microsoft Certified System Administrator on Windows Server 2003
- Microsoft Certified System Administrator Security on Windows Server 2003
- Microsoft Certified System Administrator Messaging on Windows Server 2003
- Microsoft Certified System Administrator on Windows 2000 Server
- Microsoft Certified Professional (Windows 2003 Server , Windows NT 4 Server);
- Implementing and Managing Microsoft Exchange Server 2003 (*Exam 70-284*)

be considered sufficient either stand alone or in conjunction with proven professional experience in the requested technical field?

Cedefop Answer to Question 19

See Cedefop clarification No 22

Question 20:

In **Tendering Specifications**, page 17, section 3.1.3.18, bullet h, could you please specify if there is any other equivalent exam/certification that could be considered sufficient for, either stand alone or in conjunction with each other / proven professional experience?

Cedefop Answer to Question 20

Section 3.1.3.18 of page 17 bullet (h) describes the Microsoft Certified Technology Specialist certifications that will be considered sufficient.

Question 21:

In *Tendering Specifications*, page 17, section 3.1.3.18, bullet i, is asked certification covering: “MCITP in Microsoft Dynamics CRM v4.0” or “MCTS in Microsoft Dynamics CRM v4.0”.

- i) Could you please specify which particular certifications suffice? For example, are any of:
 - Microsoft Certified IT Professional Applications for Microsoft Dynamics CRM 4.0
 - Microsoft Certified IT Professional Developer for Microsoft Dynamics CRM 4.0
 - Microsoft Certified IT Professional Installation and Deployment for Microsoft Dynamics CRM 4.0
 - Microsoft Certified Technology Specialist on Microsoft Dynamics CRM 4.0 Applications
 - Microsoft Certified Technology Specialist on Microsoft Dynamics CRM 4.0 Customization and Configuration
 - Microsoft Certified Technology Specialist on Microsoft Dynamics CRM 4.0 Extending Microsoft Dynamics
 - Microsoft Certified Technology Specialist on Microsoft Dynamics CRM 4.0 Installation and Deploymentconsidered sufficient?
- ii) Furthermore, could you please specify if there is any other equivalent exam/certification that could be considered sufficient? For example, could the certifications / exams listed below:
 - Microsoft Certified IT Professional Installation and Configuration for Microsoft Dynamics CRM 3.0
 - MCTS: Microsoft Dynamics CRM 3.0 Customizationbe considered sufficient either stand alone or in conjunction with proven professional experience in the requested technical field?

Cedefop Answer to Question 21

See Cedefop clarification No 22

Question 22:

Could you please specify whether any of the following list of relevant official Microsoft certifications cover any of the Certifications requested by the tender specifications for Lot 1 (both profiles) either stand alone or in conjunction with proven professional experience in the requested technical field?

- Microsoft Certified IT Professional Server Administrator
- Microsoft Certified Technology Specialist Windows Server 2008 Applications Infrastructure: Configuration
- Microsoft Certified Technology Specialist Microsoft Windows Vista: Configuration

- Microsoft Certified System Engineer (*Windows 2003 Server*)
- Microsoft Certified System Engineer (*Microsoft Exchange 2003 Engineer*)
- Microsoft Certified Systems Engineer 2003: Security Specialization
- Microsoft Certified Systems Engineer 2003 (*Designing Security for a Microsoft Windows Server 2003 Network*)
- Microsoft Certified Systems Engineer 2000: Security Specialization
- Microsoft Certified System Administrator (*Windows 2003 Server*)
- Microsoft Certified Systems Administrator 2003: Security Specialization
- Microsoft Certified Systems Administrator 2003 (Installing, Configuring, and Administering Microsoft® Windows® XP Professional)
- Microsoft Certified Systems Administrator 2003: Messaging Specialization
- Microsoft Certified Systems Administrator (Windows 2000 Server)
- Microsoft Certified Professional (*Installing, Configuring, and Administering Microsoft® Internet Security and Acceleration (ISA) Server 2000, Enterprise Edition*)
- Microsoft Certified Professional (*Windows 2003 Server, Windows NT 4 Server, Windows 2000 Server*)
- Implementing Microsoft Internet Security and Acceleration (ISA) Server 2004
- Managing and Maintaining a Microsoft Windows Server 2003 Environment
- Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure
- Microsoft, Exchange 2000 Administration
- Implementing and Managing Microsoft Exchange Server 2003
- Design Security for a Microsoft 2000 Network
- Implementing Security in a Windows 2000 Network
- Implementing Windows 2000 Active Directory
- Designing Windows 2000 Active Directory
- Managing Windows 2000 Network
- ISA Server 2000
- Windows 2000 Pro

Cedefop Answer to Question 22

Sections 3.1.2 and 3.1.3 of the tender specification describe the requirements in terms of certifications for these profiles. It is up to the tenderer to present the proposed team in accordance with the requirements set in these sections of the Tendering Specifications. The Evaluation Committee shall assess, in accordance with the requirements of the Tendering Specifications, the team of the tenderer in view of the information submitted.

Question 23:

In *Tendering Specifications*, page 22, requirements for Junior Security Experts, language skills are not asked like the previous profiles. Could you please specify if this is a clerical mistake or indeed very good communication skills in English are not required for this profile?

Cedefop Answer to Question 23

See Cedefop clarification 24

Question 24:

In *Tendering Specifications*, page 23, requirements for ICT Security Trainer, language skills are not asked like the previous profiles. Could you please specify if this is a clerical mistake or indeed very good communication skills in English are not required for this profile?

Cedefop Answer to Question 24

This is a clerical/ typo mistake. Please consider that there should be an additional line indicating the requirement for language skills, which is as follows: “Very good attested communication skills (spoken and written) in English”.

Question 25:

In *Tendering Specifications*, section 3.4.4, page 25, second last paragraph of the section, is stated “*The Contractor shall replace immediately an expert, involved in the contract implementation whose conduct and behaviour have been found or proven unsatisfactory, or whose abilities and/or performance have proven unsatisfactory to the ICT Service of Cedefop*”. Could you please define what you consider as “**immediately**” for the replacement? Furthermore, could you please specify the process in such cases? (e.g. Is there a prior warning to the expert or the contractor for what is consider unsatisfactory before the request for replacement occurs?)

Cedefop Answer to Question 25

“Immediately” should be understood as “next business day”, see section 3.4.4 “Follow up of the contract”.

Question 26:

In *Tendering Specifications*, page 26, section 3.4.6, are mentioned the terms and conditions for the remote access to Cedefop’s servers, under the supervision of Cedefop ICT personnel. It’s not clear though if the contractor should use specific software for the remote access, and if so, which one is Cedefop’s preference and who will be charged for the appropriate license (if needed). Could you please specify?

Cedefop Answer to Question 26

See Cedefop clarification 31

Question 27:

In *Tendering Specifications*, page 27, section 3.4.8, multilingual issues are required such as Unicode, UTF-8, language packs, e.t.c. Nevertheless, none of the multilingual issues are mentioned to any of the specific profiles. Could you please specify which profiles must fulfill these specific multilingual issues?

Cedefop Answer to Question 27

Section 3.4.8 falls under section 3.4 “Provisions applicable to all Lots”.

Question 28:

In *Tendering Specifications*, page 35, section 4.2.6, is stated that the ICT Security trainer may be one of the senior security experts if he has the required training experience. It is our understanding that in such case(s) there will be submitted a single CV for the candidate(s) indicating the double role to be undertaken. Could you please confirm?

Cedefop Answer to Question 28

Yes, we confirm this - in such case(s) a single CV of the candidate clearly indicating the double role could be sufficient.

Question 29:

In *Tendering Specifications*, page 39, section 6.1, as fifth technical evaluation criterion is mentioned the Quality of the proposal for connecting remotely to Cedefop servers. In page 26, section 3.4.6, though, there are very strict rules concerning the remote access, essentially defining the process. Could you please specify what you mean by “*Quality of the proposal for connecting remotely to Cedefop servers*” and elaborate on what should Tenderers present in response so as to adequately cover this Criterion?

Cedefop Answer to Question 29

See Cedefop clarification 31.

Question 30:

In *Tendering Specifications*, page 40, section 6.2, bullet 4, Tenderers are requested to forecast the involvement of Cedefop’s ICT staff during contract execution. Could you please elaborate on what exactly tenderers should present in response to this requirement considering the fact that specific needs and particularities are not known by the Tenderers (if not the incumbent Contractor) at this tendering phase? Should tenderers present a general approach and method for assign tasks and responsibilities, etc. which will be further adapted upon contract award to the project needs in cooperation with the Client?

Cedefop Answer to Question 30

The experience of the tenderer through its commissioning of similar projects should provide a basic indication for the possible required involvement of Cedefop’s ICT staff during contract execution. Additionally, see Cedefop clarification 31.

Question 31:

In *Tendering Specifications*, page 40, section 6.2, bullet 1, Tenderers are requested to present their methodological approach for Servers and Desktops administration including procedures to be documented and scripts to be developed. We understand that at this phase Tenderers are not requested to present in detail the exact list of procedures and the exact list of scripts that will be developed during the execution of the Contract, but only a short presentation of the overall general methodology based on the Vendor’s standards and frameworks that will be followed on this regard. Could you please confirm? If not could you please specify how Tenderers (if not the incumbent) will be able at this tendering phase to

list the exact and needed operational processes and scripts; thus scoring the maximum evaluation points for this Criterion?

Could you please respond to the above question also for bullet 2 where Tenderers are requested to present a “precise description” for the collection, analysis and monitoring data on server and desktop operations?

Cedefop Answer to Question 31

It is up to the tenderer to present his technical proposal in accordance with the requirements set in this section of the Tendering Specifications. The Evaluation Committee shall assess, in accordance with the requirements of the Tendering Specifications, the technical proposal of the tenderer in view of the information submitted.

NB: Cedefop informs tenderers that there is no incumbent. Additionally, the degree of understanding of the requirements under question is an aspect of the evaluation of the tenderers technical offer. Therefore the additional information that could be provided will be bound by this very fact.

The technical and financial proposals of the successful tenderer will be annexed to the resulting Framework contract and shall be binding to both parties during the performance of the contract.

Question 32:

In *Tendering Specifications*, pages 43 & 44, sections 6.5 & 6.6.1, there is a reference to §3.4 tasks. Lot 3 technical specifications are described within section 3.3. Section 3.4 describes provisions applicable to all Lots. Could you please confirm which of the sections are referenced for the technical evaluation criterion 1 of Lot 3?

Cedefop Answer to Question 32

Yes, the reference to point 3.4 on pages 43 and 44 sections 6.5 & 6.6.1 of the Tendering Specifications is a typo mistake. The correct reference is to point 3.3.

Question 33:

In *Tendering Specifications*, page 46, section 6.10, third bullet, is stated that the total amount of VAT must indicated separately from the TFO. At the first bullet is mentioned that the prices must be fixed and not revisable for the first two years. It is our understanding, though, that if there is any incensement in the VAT percentage from the Government, the VAT amount will be recalculated with no further action. Could you please confirm that?

Cedefop Answer to Question 33

Please note that the prices should be presented without VAT. In case of change in the VAT percentage, the VAT amount, presented separately on the invoices, shall be indicated as resulting from the new applicable rate.

Question 34:

In *Tendering Specifications*, page 47, section 7.2, are asked one original signed unbound version and three bound copies of the technical proposal. The checklist of Annex F, though, does not indicate that the original must be unbound. Could you please specify if the original technical proposal must be bound or unbound?

Cedefop Answer to Question 34

We require an unbound version of the original of the tenderers offer i.e the documents included not to be fastened together in an inseparable way (like spiral).

Question 35:

In the *Invitation Letter*, point 8 Timetable, it is stated that the deadline for request for any clarifications from Cedefop is 09/08/2010 which is 11+ working days before the submission deadline (i.e. 24/08/2010). We believe that the timeframe provided for requests for clarifications is not sufficient considering the ‘difficult’ timing due to seasonality factors of the submission deadline. Could you please consider extending the deadline for request for clarifications by at least one week i.e. 5 working days before the submission deadline which is the common practice for the EU Institutions procurement procedures?

Cedefop Answer to Question 35

Tenderers should be given sufficient time to take into account the clarification questions and answers (and any additional information) necessary for the preparation and finalisation of their offers. Cedefop has carefully considered the above issue when planning and setting the dates for requesting clarifications and for tender submission under this open call for tenders (please refer also to Cedefop Answer 1). Cedefop, as Contracting Authority, is obliged to make available and publish on its web-site (the place where the Tender Dossier was published) the Clarification Questions and Answers (and any additional information). With the publication of this document (“Request for Clarifications (2) – Questions and Answers”) it is evident that the tenderers will have 8 working days (excluding the day of publication of this document and the day for submission of offers) to consider all Questions, Answers and additional information. Thus the equal treatment (and equal access to information) is ensured, and the “seasonal” factor has been considered to the maximum possible extent.

Please see on the next page the additional information, given in respect to Cedefop Answer to Question 11.

Rules concerning the reimbursement of the travel, subsistence and miscellaneous expenses of experts from outside the Centre invited to meetings

THE GOVERNING BOARD OF THE EUROPEAN CENTRE FOR THE DEVELOPMENT OF VOCATIONAL TRAINING

HAVING REGARD to Council Regulation (EEC) No 337/75 of 10th February 1975 establishing a European Centre for the development of vocational training,

HAVING REGARD to the financial regulation applicable to the European Centre for the development of vocational training (Cedefop decision of 31.3.2003, last modified on 16 March 2006),

HAS ADOPTED THESE RULES:

GENERAL PROVISIONS

ARTICLE 1

1. Persons to whom these rules apply
 - a) Experts from outside the Centre invited to deliver professional advice to committee members, a group of experts or individuals invited for meetings regardless of where the meeting is held.
 - b) Any person responsible for accompanying a handicapped person invited as an expert to the Centre.

ARTICLE 2

No moral, material or bodily harm incurred by the expert or by the person responsible for accompanying a handicapped expert in the course of the journey or of his stay in the place where the meeting is held may be the subject of a claim against the Centre unless it can be imputed to the Centre.

The person invited using his/her own means of transport assumes, in particular, entire responsibility for any accident which may occur.

II - PAYMENT OF EXPENSES

Travel expenses

ARTICLE 3

1. The expert has the right to reimbursement of his/her travel expenses from the place of departure (professional or private address) to the place where the meeting is taking place using the most economic form of transport, taking into account the distance: in principle by first class rail for distances not exceeding 400 kilometres (single ticket based on the official distance calculated by the railway company), economy class air tickets for distances exceeding 400 kilometres or where the journey involves a sea crossing.
2. Travel expenses are reimbursed upon presentation of the original documents, tickets or printouts in the case where tickets are purchased on-line, as well as the boarding pass for the outward journey. The documents submitted should show the travel class, the travel time and the price paid.
3. Reimbursement for travel by car shall be based on the first-class rail fare.
4. Where rail travel is not available for the journey undertaken by private car, reimbursement will be calculated at the rate of 0,22 €/km.
5. Taxi fares will not be reimbursed.

ARTICLE 4

By derogation from the provision of Article 2, the Director of the Centre may decide that the travel expenses will only be reimbursed on the basis of the return rail fare in second class. In such a case, the invitation letter shall specify the reimbursement conditions.

Subsistence expenses

ARTICLE 5

1. The allowance for expenses per day of meetings, cover all the expert's expenses at the place where the meeting is held, including the cost of meals and local travel (bus, tram, underground, taxi)
2. The daily expenses allowance amounts to 92,00 €.
3. If the distance of the place of departure to the meeting is equal to or less than 100 km, the allowance for expenses per day shall be reduced by 50%.
4. If the expert is obliged to spend one or several nights at the place of the meeting on account of the incompatibility of the hours of the meeting with travel arrangements¹, a nightly accommodation allowance will be paid. This allowance amounts to 100,00 € per night, the number of nights cannot exceed the number of days of the meeting + 1.
5. An allowance for accommodation and/or daily expenses can be approved exceptionally if the extension of the stay allows the use of cheaper flight tickets and provided that the economy made is higher than the cost for the additional allowances.
6. The allowance for daily expenses and/or accommodation can be increased by 50% for high level experts by reasoned decision of the authorising officer. In this case this has to be mentioned in the invitation letter.

ARTICLE 6

In the case where the time period between two meetings does not permit the expert to return to his place of departure or if the expert prefers not to leave the place of the meeting, the latter has the right to the daily subsistence allowance for each intervening day, but the cost of allowances for the intervening days should not exceed the price of the return air fare.

ARTICLE 7

All expenses incurred by a handicapped expert and his/her accompanying person which are cannot be covered sufficiently by the allowances laid down in Article 4, will be reimbursed on the request of the responsible authorising officer and upon presentation of the necessary documents.

ARTICLE 8

1. Unless stated to the contrary in the letter invitation and in the request for the organisation of the meeting, experts are entitled to an allowance for expenses per day of the meeting and, if necessary, accommodation, provided they state on their word of honour that they do not receive similar allowances from another Union institution for the same stay. The responsible authorising

¹ As a general rule the expert cannot be obliged either at the place of departure or the place of the meeting to:

➤ leave the place of departure or the place of the meeting before 7.00 a.m. (rail or other means of transport) or before 8 a.m. in the case of air travel);
➤ arrive at the place of the meeting after 9:00 p.m. (airport) or 10.00 p.m. (rail or other means of transport);
➤ return to the place of original departure after 11.00 p.m. (airport, railway station or other means of transport).

officer assures the coherence between the contents of the invitations and the request for the organisation of the meeting.

2. The responsible authorising officer, by a duly motivated decision and on presentation of the required documents may approve reimbursement of expenses incurred by the expert following specific written or oral instructions.
3. Each reimbursement of travel expenses and daily allowance and/or accommodation shall be paid to one and the same bank account.

III – Financial provisions

ARTICLE 9

1. The payment order is drawn up on the basis of a request for reimbursement, duly completed and signed by the expert and the meeting secretary responsible for checking the attendance of the expert.
2. Experts are required to provide to the secretaries of the meetings, the documents necessary for reimbursement as cited in the financial provisions applicable to the Centre at the latest within 30 calendar days following the last day of the meeting, as evidenced by the date of postage, the date of the fax or the mail.
3. The Centre will reimburse within the period laid down in the relevant implementing provisions of the financial regulation.
4. In the absence of justification by the expert, accepted by the reasoned decision of the authorising officer, non-respect of the provisions under paragraph 2, relieves the Centre of any obligation to reimburse travel costs and daily allowance expenses.

ARTICLE 10

1. Travel expenses are reimbursed in Euro at the prevailing exchange rate on the day when the payment request or recovery order is drawn up by the authorising department.
2. Transfer of the allowance for daily expenses and, where it is the case, for accommodation is made in Euro on the basis of the exchange rate on the day of the meeting. The allowances for daily expenses and accommodation will be reviewed on the basis of any modifications made by the Commission.

IV – Final provisions

ARTICLE 11

This decision amends and replaces the decision of 3 April 2007.

ARTICLE 12

These rules enter into force upon signature.
13 June 2008

For the Governing Board
The Chairman

Juan Menéndez Valdés
<signed>