

Thessaloniki, 07/08/2012  
RS/PRO/YSIRAK/2012/0585

INVITATION TO TENDER *AO/RES/ITK/DB-ADMIN/012/2012*  
*ICT services – Database Administration - Sybase and MS SQL*

**CLARIFICATION (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 clarification Questions, which were raised by one potential tenderer within the specified in the Tender Document deadline:

**Question 1:**

Do you have in your infrastructure an alert system that monitors critical situations with database servers?

**Cedefop Answer to Question 1**

An alert system exists for monitoring of possible critical situations of the hardware and operating systems, but not of the databases.

**Question 2:**

Do you have Linux systems in your infrastructure that we could potentially use for a new alert system? Or do you have preference on Windows platforms?

**Cedefop Answer to Question 2**

We do not have Linux systems in our infrastructure that could be used for a new alert system. If a tenderer / contractor needs a Linux system for setting up a new alert system, he has to be set it up with his own resources/ cost.

The Cedefop environment is mainly MS Windows.

**Question 3:**

Which kind of remote access will be provided for our administration? Will a VPN access be provided?

**Cedefop Answer to Question 3**

A VPN access will be provided to the selected contractor.

**Question 4:**

Are the planned work hours (450 hours) per year or during the 4 years?

**Cedefop Answer to Question 4**

The planned 450 work hours are for one-off assignments within the total duration of 4 years (initial contract duration of 1 year + automatic renewal up to three (3) times, each for an additional period of one (1) year.)

**Question 5:**

The Financial Proposal spreadsheet (Annex H) refers to 300 hours for one-off assignments and not 450. Which one is correct?

**Cedefop Answer to Question 5**

There is no mistake. The correct figure in the Financial Offer spreadsheet is 300 hours, as this (Annex H) is a Financial Scenario, which is an estimation for evaluation purposes only.

**Question 6:**

Upon reaching the 450 hours for one-off tasks will CEDEFOP be available to acquire an extension of the contract?

**Cedefop Answer to Question 6**

No extension of the Framework Contract is foreseen. Tenderers should be aware that the estimated volume of one-off tasks is indicative and will not be binding on Cedefop. The sum of the amounts of the successive Order Forms to be issued after the Framework Contract is signed may not reach the estimated volume (450 hours for one-off tasks).

**Question 7:**

The Cost of meetings in Cedefop: travel and accommodation expenses must be defined for the whole project life cycle (4 years) or the prices are indicative and managed yearly? For example, how does our company manages one big price rise of the Travel Tickets expenses? Are those Supported by Cedefop?

**Cedefop Answer to Question 7**

Travel and accommodation expenses must be defined for the entire project life cycle (4 years). The indicative number of scheduled meeting is about 4 over the 4 years.

The prices quoted must be fixed and not revisable for the first two years of the contract. These will be the (unit) prices that will be used for preparing the respective Order Forms.

For the remaining two years, Article I.3.3 (Price revision) of the Draft Framework Contract (Annex B) shall apply: *"At the beginning of the third and/or fourth year of the Contract, each price may be revised upwards or downwards, if such revision is requested by one of the contracting parties by registered letter no later than three (3) months before the anniversary of the date on which it was signed. Cedefop shall purchase on the basis of the prices in force on the date on which order forms or specific contracts are signed. Such prices shall not be subject to revision. This revision shall be determined by the trend in the harmonised indices of consumer prices (HICP) published by the Publications Office of the European Union in the Eurostat monthly 'Data in Focus' publication at <http://www.ec.europa.eu/eurostat/>".*

Other price increase/ revision will not be supported by Cedefop.

**Question 8:**

The Financial Proposal must be developed inside the templates provided by Cedefop, or might be integrated in one of the Financial Templates from our company?

**Cedefop Answer to Question 8**

The tenderers have to fill-in the Financial Offer spreadsheet, as per the template of the Financial Scenario in Annex H.

**Question 9:**

The Financial Information from our company (ex. Balance Sheet) might be provided in Portuguese while the Financial and Technical Proposal is presented in English?

**Cedefop Answer to Question 9**

Yes, this is acceptable, as Portuguese is one of the 23 official languages of the European Union. Tenders should be submitted preferably in English, but in any case in one (or in any) of the official languages of the EU.

Please note the instruction in Article 3.2.1. of the Tender Specification: *“In the event of recommendation for contract award the winning tenderer (single tenderer or in the case of a consortium (grouping) each member of the consortium) will be requested to prove the above by submitting Audited Financial Statements (Audited Profit and Loss Account/ Statement or equivalent) if these are foreseen by the respective national legislation. Should total subcontracting exceed 40% of the work by value, Cedefop reserves the right to request audited financial statements also from the subcontractors.”*