



Thessaloniki, 12/07/2012
RS/PRO/YSIRAK/2012/0474

INVITATION TO TENDER AO/RES/ASAIN/Maintenance Services/008/2012
'Building Maintenance Services'

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

Question 1:

Please kindly confirm that Tenders shall be submitted in only one Master Document according to the procedure described in the Open Invitation to Tender. No Copies are required?

Cedefop Answer to Question 1

We do require copies. Please refer to section 6 of the Tender Specifications, whereby in paragraphs 6.1, 6.2 and 6.3 it is clearly specified that:

- one original and one copy of the Supporting Documents,
- one original signed version, three bound copies and one CD of the Technical Proposal, and
- one original signed version, three copies and one CD of the Financial proposal should be submitted by the tenderers.

Question 2:

Technical Specifications, Remedial Maintenance Services §2.1.4.2.2, page 17

Please kindly clarify how remedial services are defined, considering the time limits between the execution of the preventive maintenance tasks and the occurrence of a breakdown?

Cedefop Answer to Question 2

As mentioned in paragraph 2.1.4.2.2 - Remedial Maintenance Services:

<<Remedial Maintenance Services are defined as non-scheduled activities and are considered as supplementary works within the preventive maintenance scheme that might arise from Contractor's failure or omission in the performance of the Preventive Maintenance Services and ad hoc interventions as outlined herein.....The Contractor shall attend the incident and/or emergency within the specified response times as per sub-Clause 2.1.4.3 below, which count from receipt of the respective Cedefop request.

Remedial activities may include but are not limited to: ad-hoc deactivation of units or ad-hoc re-activation following short-or long term shut-down including administrative interactions with state authorities or public utilities companies, complementary inspections, adjustments, supply of consumables, or any other suitable restoring activity for the smooth and uninterrupted Operation. >>

The effective remit of tasks outlined above as 'Remedial Maintenance services' will be the contractor's responsibility for the whole duration of the contract, provided that Preventive Maintenance Services are uninterrupted during this period.

Question 3:

Technical Specifications, Corrective Maintenance Services §2.1.4.2.3, page 18

Please kindly specify how corrective services are defined regarding "Failures with Trapped Elevators Users" during the outside normal working days and hours of CEDEFOP. Is it a 30 minutes response time incident from 08:00 to 20:00 or 2 hours incident for the whole day?

Cedefop Answer to Question 3

As mentioned in paragraph 2.1.4.2.3 - Corrective Maintenance Services-paragraph (a) Failure with trapped user:

<< In case of a call for Elevator's user entrapment incident, the Contractor shall attend the emergency, within:

- 30 minutes from receipt of the respective request, day time (08.00-20.00)*
- 2 hours from receipt of the respective request, night time (20.00-08.00). >>*

In other words, the response time of the contractor is 2 hours only for an incident during night time (20.00-08.00).

Question 4:

Technical Specifications, Criticality of the Installation - Downtimes §2.1.4.3.3, page 20

Please kindly clarify what is tender's provision in case of a delay in fault repair due to the need of a momentarily un-available spare part in the Greek market. Could it be considered as a justified delay?

Cedefop Answer to Question 4

As defined in paragraph 2.2.6 - Ordering Process-Point (b) of the Tender Specifications, whenever Cedefop requires the Contractor to perform Corrective or Special Maintenance Services, it will issue an Order Form. In view of preparation of such an Order Form, the Contractor will be asked to provide a detailed offer and amongst others he should estimate (after his thorough investigation in the market):

<< b) The time that the Contractor will need in order to implement the required Corrective or Special Maintenance Service, if such Service cannot be reasonably implemented within the above mentioned time frame.>>

When an agreement is reached with Cedefop, the Order Form will eventually be prepared based on the agreement reached (having taken into account possible constraints related to needed spare parts' availability in the Greek market).

Question 5:

Technical Specifications, Consumables, Spare Parts & other Material Requirements – Warehouse & Storage area §2.1.4.4.4, page 23:

Please confirm that the initial purchase cost for the on-site spare parts stock is an obligation of the Contractor.

If the answer to the aforementioned question is YES:

- i. What is Cedefop' estimation until now for the expected cost?
- ii. After the end of the contractual period, what is the provision of Cedefop regarding Contractor's spare parts stock is there an explicit commitment that Cedefop will buy the whole stock?
- iii. If YES, what will be the selling price of the stock:
 - a. According to the original purchase invoices?
 - b. According to the current market prices?
 - c. What will happen with the possible obsolete spare parts?

Cedefop Answer to Question 5

In paragraph 2.1.4.4.4 - Consumables, Spare Parts & other Material Requirements – Warehouse and storage area, it is mentioned that <<... *In the context of provision of corrective and special maintenance services, whichever quantity of stock is expended will be charged to Cedefop.* >>

- i) In Annex H and in particular in the Table 2.3, the annual expenditure for parts that will be used for the Financial scenario, is 35000 EUR.
- ii) Since spare parts in stock will have been purchased by Cedefop, there is no need for Cedefop to make a commitment to buy any stock left.
- iii) Not applicable. Please see answer to ii) above.

Question 6:

Technical Specifications, Site Conditions - Access §2.2.1.1, page 26:

Please confirm that Contractor's obligation is to record the incoming persons and vehicles that are related only to his own responsibility and competence.

Cedefop Answer to Question 6

In paragraph 2.2.1.1 - Access, it is mentioned that:

<< the Contractor, will allow access to the site only to persons, vehicles and equipment which are connected to the Services under way and/or connected to this Contract or Cedefop's contractors, or any persons, vehicles and equipment indicated by Cedefop. The Contractor shall record the incoming persons and vehicles and maintain a relevant logbook of entries, which must be available at any time to authorised Cedefop's Representatives. >>

Although Cedefop will be monitoring as well, this requirement is intended to address a situation where there might be some doubt regarding payment - the hours and number of people who work at Cedefop and on behalf of the Contractor will be double checked by the use of the logbook so as to clarify any differences that might arise.

Question 7:

Attachment 2 – Assets List & History, §2.3.2.9 Local fire extinguishing systems, page 9:

Please confirm that responsibility for refilling fire extinguishers and cylinders with fire extinguishing material which will not be included in the scope of the present call for offers until 20/09/2013, refers to both portable and local fire extinguishing systems cylinders.

Cedefop Answer to Question 7

In Attachment 2 - Assets List & History- point 2.3.2.9 - Local fire extinguishing systems, it is clearly stated that <<*Responsibility for refilling fire extinguishers and cylinders with fire*

extinguishing material is not included in the scope of the present call for offers and it is covered through a framework contract with the installer until 20/09/2013.>>. This point refers to both portable and local fire extinguishing systems.

However, refilling fire extinguishers and cylinders with fire extinguishing material after needed use (case of fire etc.) could be included in the scope of Special System Maintenance Services of the current contract.

Question 8:

Attachment 2 – Assets List & History – Ventilation System §2.3.5, page 13:

Please kindly clarify what is the necessity to subcontract the preventive maintenance of Cedefop's Air Handling Units?

The installed equipment does not require any specialized diagnostic equipment. Replacement parts of the equipment are available from numerous sources in the market. Since it is not a proprietary piece of equipment what is the need to subcontract the maintenance service?

Cedefop Answer to Question 8

Cedefop would like the maintenance of this equipment to be performed in cooperation with the manufacturer or an authorised representative. The inspection report sheets will be considered as a certificate for proper maintenance.