![CEDEFOP – European Centre for the Development of Vocational Training]

FINANCE AND PROCUREMENT

Thessaloniki, 11 September 2013

CLARIFICATIONS 4 – QUESTIONS AND ANSWERS

Web development, support and maintenance services for the Cedefop official website
AO/CID/NT/Website-CMS_services/014/13

REFERENCE: http://www.cedefop.europa.eu/EN/working-with-us/public-procurements/21710.aspx

Question 1:

Requirement 2.4.2, Annex Q, p. 3/6, "The contractor shall provide a 100Mbps unmetered connection per server as a minimum (mandatory requirement)."

a)   Please confirm that this requirement refers to the internet bandwidth that should be allocated to each constituent server of the service.
b)   If this is the case then, in our opinion allocating dedicated internet bandwidth to all servers of the solution (e.g. backend servers such as database servers) would be an unnecessary expense. If the contracting authority's intention was to specify that 100Mbps of internet bandwidth be allocated to host the service, this requirement should be rephrased as follows: "The contractor shall provide 100Mbps of internet bandwidth for the service as a minimum (mandatory requirement)". Please clarify this requirement so that the contractor can be able to provide a cost efficient solution proposal that remains within the budget restrictions of the tender.

Cedefop Answer 1:

The 100Mbps is connection speed between the whole service and the internet. Please also see the "clarifications 1 web" on our website http://www.cedefop.europa.eu/EN/working-with-us/public-procurements/21710.aspx.

Question 2:

Requirement 2.1.1, Annex Q, p. 2/6, "The hosting services that the contractor will be asked to provide under the contract will include:
•   managed hosting on dedicated servers in a controlled environment with support, including operating systems and databases. "

a)   Does the term "dedicated servers" allow the provision of dedicated server resources on a private virtualised hosting service platform?
b)   Please clarify whether a virtualised hosting service infrastructure approach is acceptable.

Cedefop answer 2:

The virtualized hosting infrastructure is acceptable. The term "dedicated servers" allows the provision of dedicated server resources on a private virtualised hosting service platform.

Question 3:

Table 7, Annex H, "Other costs (additional modules, software) related to the migration (if any)."
Please clarify whether these migration costs relate to data migration, system migration, web applications migration and development or other.

Cedefop answer 3:

These migration costs (cell C39) relate only to the migration scenario described in annex N. It covers costs such as additional modules and software needed only for the migration described in annex N, and which is no covered by table 6 (Cost of person-days for implementing the scenario described in Annex N).

Question 4:

Throughout the document, Cedefop describes the requirement for migrating/developing of web applications. Please list the web applications supported by the current Cedefop website, including short descriptions, so that Tenderers can better understand the scope, functionality and software prerequisites of the particular web applications.

Cedefop answer 4:

The expected functionality of the website is covered adequately in the "Annex M - CMS requirements list and fit-gap reply form". Tenderers can make their proposals focused on what is already published in the tender dossier.
http://www.cedefop.europa.eu/EN/working-with-us/public-procurements/21710.aspx.

Question 5:

Requirement 2.7.1, Annex Q, p. 4/6, "The contractor shall provide 1st and 2nd level support services for a limited number of CMS editors (Working hours: 09:00 to 19:00 time zone GMT+2)" and

Requirement 2.7.3, Annex Q, p. 4/6, "The contractor shall provide the means for Cedefop staff to report new support requests both inside and outside of the stated working days and hours (Monday to Friday, 09:00 to 19:00 time zone GMT+2)."

Please clarify whether Greek public holidays are also excluded.

<u>Cedefop answer 5:</u>

The Greek holidays are excluded.