

**OPEN INVITATION TO TENDER****AO/DRS/SAN/ICTNetSS/003/18****'ICT Network Support Services'****Request for Clarification (1) – Questions & Answers****Question No 1**

Could you please clarify the support SLA that you require ?

- a. Are there any priority levels for incident resolution ?*
- b. What is the SLA for changes (normal, emergency) ?*
- c. When and who decides if the services will be provided on site ?*
- d. If vendor escalation will be required, partner will handle all communication ?*

Cedefop's answer to question No 1

A Service Level Agreement (SLA) is not a requirement according to the procurement documents. You may find below, the answers to questions a-d.

a. Tasks are assigned and completed in cooperation with the contractor in a timely basis. If/when a task is urgent this is explicitly mentioned and a timeframe is discussed and agreed with the contractor for its resolution.

b. As already mentioned above, there is no requirement for an SLA.

c. In point 1.2 "Place of delivery or performance" of the procurement documents the following is stated:

'The place of provision of support services will be mainly at Cedefop's premises (hereafter: onsite, intra-muros) and partly at the contractor's premises (hereafter: off-site, extra-muros).

The decision on which of the tasks and services should be performed on-site or off-site will be made by the ICT Service based on the needs, on efficiency considerations and on the elements of the offer of the successful tenderer, and will be agreed with the selected Contractor.'

d. Communication with a vendor will be handled by the contractor upon request of the ICT Service of Cedefop.

Question No 2

Are all the systems under active maintenance subscription from respective vendors ?

Cedefop's answer to question No 2

Cedefop acquires maintenance for its network and security equipment, yet it utilises some of its network components for longer periods of time as long as the equipment perform as expected and have no serious security weaknesses.

Question No 3

Operational support is under your responsibility and if you require some assistance our team will receive a ticket?

Cedefop's answer to question No 3

Operational support is handled by the contractor in close cooperation with the Cedefop ICT service staff. When/if there is an issue with one of Cedefop's network equipment, Cedefop opens a ticket towards the contractor who receives the ticket and acts according to the priority in agreement with the Cedefop ICT service staff.

Question No 4

There is a clear IT inventory in the RFP¹ document which outlines the IT environment

- a. Custom Software (eg. Fibus) support included on RFP ?*
- b. You asked for Reconfiguration (house-keeping) of wiring closets by rearranging the patch cords. Can you provide the volume of the closets and patch panels that may be rearranged ?*
- c. Assistance in the ICT Service DR² will be based on a design that is already developed and established or requires development ?*

Cedefop's answer to question No 4

a. **Fibus** (the Financial and Business application of Cedefop) is only linked to the services of this call for tenders in case there are network issues with its proper smooth functioning. This call for tenders is not linked with any maintenance of software development for this application.

b. The house-keeping of the wiring closets involves regular maintenance and work around these areas. Currently Cedefop has a total of 8 patch panel areas. The total number of plugs that may be rearranged is in the order of about ~1000 plugs across the premises of Cedefop. These are linked to up to ~150 workstation positions for an estimated of ~130 work places.

c. Although there is already an ICT Service DR design, it is under a continuous evolution and should be considered that the change at the Cedefop ICT infrastructure is constant.

¹ Request for Proposal

² Disaster Recovery

Question No 5

Our Team can provide CCNP certified staff, will be accepted?

Cedefop's answer to question No 5

The requirements of the technical and professional capacity, including the valid requested certificates, are mentioned under 3.2.2. of the procurement documents

The Evaluation Committee remains however the entity responsible to assess the technical and professional capacity of a tenderer, based on the evidence submitted in their tender.

Question No 6

In page 18 of the document requesting referrals, we can cover the services under different customers - is this accepted ?

Cedefop's answer to question No 6

As mentioned in point 3.2.2, the said requirement reads as follows:

*'Have provided services in the past 3 (three) years in execution of **at least 3** contracts with a combined total value of 100.000 € at minimum. Services rendered through the contracts mentioned above must be of the following nature.....;'*

The term 'at least 3 contracts' means it could be more than three different contracts, but the minimum requirement is three contracts, with a 'combined total value of 100.000 € at minimum'.

The Evaluation Committee remains however the entity responsible to assess the technical and professional capacity of a tenderer, based on the evidence submitted in their tender.

Question No 7

You ask for RUP reporting - is there any s/w development under the scope of this RFP ?

Cedefop's answer to question No 7

See 'Correction 1' as published on Cedefop's website.

<http://www.cedefop.europa.eu/en/about-cedefop/public-procurement/ict-network-support-services-0>

Question No 8

As regards the term 3.2.2. “Technical and professional capacity” of the Tender Specifications please clarify the following:

“In case a tenderer’s expert is not an employee of the tenderer, but an independent person who will have cooperation with the tenderer for the specific tender: Can the tenderer, in addition to all the required documents of the term 3.2.2, also submit a personal statement («υπεύθυνη δήλωση») of the above person to which such person will declare the cooperation with the tenderer for the above tender also in case of an award of the tender contract and her/his acceptance to the terms of the tender?”

Cedefop’s answer to question No 8

Your understanding is correct. See also 3rd paragraph of point 3.2-Selection Criteria where the following is stated:

*‘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 their resources at his disposal.** This obligation may be fulfilled by presenting signed statements from those entities. **Please note that natural persons (individuals, freelancers) are also considered ‘entities’ for this purpose.**’*