

**OPEN INVITATION TO TENDER****AO/DRS/SAN/ICTSS-II/006/17****'ICT Support Services II'****Request for Clarification (1) – Questions & Answers**

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**Question No 1**

*I would like to ask you for a clarification regarding the following part of the procurement: on page 24 (ICT Compliance Expert Profile) you request for "At least one ISO-27000 certification".*

*Can you please clarify or give examples of the requested certifications that will be considered valid?*

**Cedefop's answer to question No 1**

Any valid certification included in the ISO-27000 (ISMS) family as described in <https://www.iso.org/isoiec-27001-information-security.html> is acceptable.

**Question No 2**

*We wish to apply for the call "ICT Support Services II AO/DRS/SAN/ICTSS-II/006/17". We fulfill all necessary criteria and we have a vast portfolio on this specific field. However, at the moment, our team lacks some of the requested Certifications specified in section 5.1 and section 5.2.*

*I would like to point out that our team has absolute knowledge on the requested field and this can be proven by its work experience, portfolio and clientele. We are, also, willing to proceed with the certification process for those certificates missing if needed.*

*However, we would like to know if we can participate in the call, even though we lack some of those Certificates at the time of submission.*

### **Cedefop's answer to question No 2**

According to point 5 of the procurement documents *'Only the tenders meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price.'* Therefore all tenderers or consortium with all subcontractors (if any) together have to provide evidence of technical and professional capacity as a whole (please see points 3.2.2, 4.1 and 4.2 of the procurement documents).

### **Question No 3**

*Could you please clarify if the proposed financial penalty scheme for LOT-1 is related to Liquidated Damaged Article of the Draft Framework Contract?*

### **Cedefop's answer to question No 3**

In this specific call for tenders, tenderers are requested to define a Service Level Agreement in their technical proposal, where they will describe, among others, the financial penalties to be applied if needed (award criterion 6 in points 5.1.2 and 5.2.2). Their response to this requirement will be evaluated during the technical evaluation phase.

Consequently, the contract that will be awarded to the successful tenderer will include the following article which will be inserted in the Special Conditions (*Part I of the contract*):

*'By way of derogation from II – General Conditions, the liquidated damages foreseen in the Service Level Agreement (Annex II) will prevail over the liquidated damages foreseen in Article II.15.1. For all other cases, Article II.15 is applicable.'*