
REFERENCE: ***ICT Services Database administration***
AO/DRS/TME/DB ADMIN/015/16

CLARIFICATION (1) – QUESTIONS AND ANSWERS

Dear Madam/Sir,

In regards to the Open Tender Procedure in reference please find below the answers of Cedefop to the requested Clarification Questions, raised by one potential tenderer:

Question No 1

At point 5.1., item 5 “Quality of the methodology approach for migrating one production database from Sybase ASE 15.5 to an existing Microsoft SQL Server 2012”, page 26 of the Tender Specification, it is said that “No application uses this database. The purpose of this operation is only to migrate the data and the configuration (tables, views, stored procedures, users, logins)”.

As stored procedures are application code embedded into a database, does it mean that these stored procedures are to be migrated and recoded if needed by the tenderer or just to identify them and provide support to application teams?

In the first case, please provide information about the volumetry it implies (number of stored procedures, approximate average lines per stored procedure).

Cedefop’s answer to question No 1

Concerning stored procedures, your second understanding is correct. The tenderer is required to describe in its offer the methodology for identifying the stored procedures and for migrating a stored procedure from Sybase ASE to MS SQL, with the scope to support application teams in recoding if necessary.

Question No 2

At point 2.4. page 14 of the Tender Specification it is said that “Normal working hours are defined as 09:00-19:00 Greek time on official working days of Cedefop. Cedefop is closed on Saturday, Sunday and Cedefop holidays”. Following, there is a table precising expectations about responses time.

About the “response time for non-programmed downtime outside normal working hours” for Critical bases, it is written that response have to be “withing two hours – resolution within the next 4 hours the same day”.

Does it means that you want an on-call duty 24/7 on those critical bases ?

Cedefop's answer to question No 2

Yes, we confirm that we need on-call duty 24/7 on the critical bases.