

## Call for tenders' details

Title: Multiple framework contract with reopening of competition for the provision of SharePoint-related services.

Start date: 30/04/2016

Time limit for receipt of tenders: 06/06/2016

Contracting authority: European Border and Coast Guard Agency (Frontex)

Status: Closed

## Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	05/05/2016 13:37	23/05/2016 12:25	Bidders' countries	Please clarify from what countries bidders may participate in this tender. Is it allowed for countries, which are not included to European Union, to implement this project?	<b>23/05/2016</b> The tenderers domiciled in the European Union and European Economic Area are eligible. However, tenderers are free to choose their subcontractors from both eligible and non-eligible countries. Thus, in principle all economic operators can act as subcontractors of eligible tenderers.

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
2	12/05/2016 11:18	23/05/2016 12:28	tender No. Frontex/OP/131/2016/AH – Framework Contract for SharePoint Services regarding requested certifications for Senior SharePoint Developer and SharePoint Administrator	<p>1. Which certificates will be considered as equivalents to MCSD SharePoint Applications Solutions Developer?</p> <p>2. Which certificates will result in meeting the requirement of holding 'a collection of MCSD and MSCE certificates or equivalent'.</p>	<p><b>23/05/2016</b></p> <p>Frontex requires a specific named certificate. The scope of the certification, the certification criteria and the certification authority is known to Frontex and perceived as an objective evidence of the required competencies. In case of offering equivalent certification, which may exists, it is the role of tenderer to explain the equivalency regarding its scope, criteria and authority. Please bear in mind that experience will not be considered as equivalent to certification.</p>
3	13/05/2016 10:36	23/05/2016 12:29	Certificate	<p>Hello,</p> <p>You indicated for one of the requirements that 2 seniors hold MCSD SharePoint Applications Solutions Developer certificate or equivalent. What would be equivalent in this case?</p> <p>Kind regards.</p>	<p><b>23/05/2016</b></p> <p>Frontex requires a specific named certificate. The scope of the certification, the certification criteria and the certification authority are known to Frontex and perceived as an objective evidence of the required competencies. In case of offering equivalent certification, which may exists, it is the role of the tenderer to explain the equivalency regarding its scope, criteria and authority. Please bear in mind that experience will not be considered as equivalent to certification.</p>

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4	13/05/2016 12:25	23/05/2016 14:01	Sharepoint	How Many Servers are there in SharePoint Farm?	<b>23/05/2016</b> Currently there are nine (9) farm servers except the AD and Exchange ones.
5	13/05/2016 12:25	23/05/2016 14:02	Support Team	How Big is a Support team?	<b>23/05/2016</b> Currently Frontex does not dedicate any team to merely SharePoint support. There is a 1st line support team which serves all helpdesk tickets regardless the system and 2nd line team dedicated to specific types of solutions. Currently the SharePoint related tickets are distributed in 2nd line support to 2 Frontex staff members and 2 contractors.
6	13/05/2016 12:25	23/05/2016 14:03	application	Number of Application, Sites, Site collections?	<b>23/05/2016</b> The tenderer is kindly requested to detail the question. Currently Frontex uses multiple web applications (3, to be extended to 4 soon) and site collections (53, except mysites) in SharePoint.
7	13/05/2016 12:24	23/05/2016 14:04	Version	Version of SharePoint in your environment?	<b>23/05/2016</b> The version of the current SharePoint platform (MS SharePoint Enterprise 2013) is listed in the Appendix 2 Current ICT Baseline.

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#	Submission date	Publication date	Question subject	Question	Answer
8	13/05/2016 12:26	23/05/2016 14:05	Environment	Number of Environments (Production, staging, QA, Dev, etc)?	<b>23/05/2016</b> Currently Frontex operates the following environments: Production, UAT, Staging and Development environments.
9	13/05/2016 12:26	23/05/2016 14:06	DR and BCP	Do you have DR, BCP in place?	<b>23/05/2016</b> The tenderer is kindly requested to redraft the questions to make them more precise. Currently Frontex has got overall Disaster Recovery and Business Continuity Plans. The implementation of these plans is ongoing.
10	13/05/2016 12:27	23/05/2016 14:07	Intranet	How may Intranet you have?	<b>23/05/2016</b> The tender is kindly request to redraft the question as it is not understood.
11	13/05/2016 12:27	23/05/2016 14:08	level of application	How many complex, medium, low level applications?	<b>23/05/2016</b> The tenderer is kindly requested to provide criteria for allocation of the applications to the listed categories thus enabling Frontex to prepare a valid reply.

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12	13/05/2016 12:27	23/05/2016 14:19	application	How many Custom Application	<b>23/05/2016</b> The tenderer is requested to explain his understanding of the term Custom Application. There are 45 business applications in the Frontex Application Catalogue. They are developed in various technologies (not limited to SharePoint).
13	13/05/2016 12:28	23/05/2016 14:20	Users	How many users? How many internal users?	<b>23/05/2016</b> There are 318 staff members who are the permanent users of intranet and several contractors who shall be considered as temporary users of intranet.
14	13/05/2016 12:28	23/05/2016 14:20	number of offices	How many locations? How many offices you have?	<b>23/05/2016</b> Currently Frontex operates permanently in the Headquarters in Poland and two Frontex Liaison Offices: one in Belgium and one in Greece. In addition Frontex deploys personnel to other locations (e.g. Hotspots in Italy and Greece), liaison officers (Turkey) and other operational areas.
15	13/05/2016 12:29	23/05/2016 14:24	inhouse	Do you have any Home grown SharePoint App?	<b>23/05/2016</b> Current number of custom Frontex applications developed for SharePoint is 16.

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#	Submission date	Publication date	Question subject	Question	Answer
16	13/05/2016 12:29	23/05/2016 14:25	eform	Is there any eForm using InfoPath, Adobe, Access, K2, Nintex, etc?	<b>23/05/2016</b> eForms using InfoPath are used in some of SharePoint custom applications.
17	13/05/2016 12:29	23/05/2016 14:25	custom solutions	How many Custom Solutions Deployed?	<b>23/05/2016</b> Current number of custom Frontex applications developed for SharePoint is 16.
18	13/05/2016 12:29	23/05/2016 14:26	system	How many Legacy applications you have?	<b>23/05/2016</b> The tenderer is kindly asked to clarify the question. When it comes to SharePoint there is one application developed for SharePoint 2010 that is going to be decommissioned.
19	13/05/2016 12:30	23/05/2016 14:29	workflow	How many and what type of workflows are there?	<b>23/05/2016</b> Currently Frontex uses 7 workflows developed on SharePoint 2013 Workflow platform and 18 workflows developed on SharePoint 2010 Workflow platform.
20	13/05/2016 12:30	23/05/2016 14:30	Tools	Tools used in Workflow(SharePoint OOTB, SP Designer, Visual Studio, Nintex, K2, etc)?	<b>23/05/2016</b> Currently Frontex uses SharePoint OOTB, SP Designer and Visual Studio workflows. However this characteristic may change soon.

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#	Submission date	Publication date	Question subject	Question	Answer
21	13/05/2016 12:31	23/05/2016 14:32	Image capturing Application	Any Image capturing Application?	<b>23/05/2016</b> Currently Frontex does not use any application for image capturing in integration with SharePoint.
22	13/05/2016 12:31	23/05/2016 14:33	tool	Which tool used for Image capturing?	<b>23/05/2016</b> Currently Frontex does not use any application for image capturing in integration with SharePoint.
23	13/05/2016 12:31	23/05/2016 14:34	Migration tool	Do you have any migration tool (Metalogix, ShareGate, etc)?	<b>23/05/2016</b> Currently Frontex does not use any 3rd party migration tools for SharePoint.
24	13/05/2016 12:32	23/05/2016 14:35	Deployment	How do you deploy applications(using 3rd party tool, PowerShell, etc)	<b>23/05/2016</b> Currently Frontex uses *.wsp packages and PowerShell scripts for deployments.
25	13/05/2016 12:32	23/05/2016 14:36	platform	Are you using single sign on using Windows or any 3rd party tool?	<b>23/05/2016</b> Currently Frontex does not uses any 3rd party tool for single sign on.
26	13/05/2016 12:33	23/05/2016 14:38	Integration	What type different system does integration with SP Applications?	<b>23/05/2016</b> The Tenderer is kindly requested to reformulate the question to enable Frontex to prepare a valid, binding reply.

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#	Submission date	Publication date	Question subject	Question	Answer
27	13/05/2016 12:33	23/05/2016 14:39	Enterprise	Do you have any Enterprise service Bus for Integration like Sonic, Biztalk, etc)	<b>23/05/2016</b> Currently Frontex does not use any integration bus.
28	13/05/2016 12:33	23/05/2016 14:41	web services	How many web services are there?	<b>23/05/2016</b> The tenderer is kindly requested to narrow down the question. Currently Frontex uses large number of web services for various purposes and in many systems.
29	13/05/2016 12:34	23/05/2016 14:42	Integration type	Is it a one way or two way data integration with SP?	<b>23/05/2016</b> Currently there is one way data integration implemented from other applications/services to SharePoint.
30	13/05/2016 12:34	23/05/2016 14:43	Data Integration	Do you have SSIS or DTS package for data integration?	<b>23/05/2016</b> No. Frontex does not use SSIS or DTS for data integration.
31	13/05/2016 12:34	23/05/2016 14:43	App	Do you have any home grown Mobile App?	<b>23/05/2016</b> Currently Frontex does not use any self-developed mobile applications.
32	13/05/2016 12:34	23/05/2016 14:44	Mobile platform	Which Mobile platform do you support?	<b>23/05/2016</b> The list of mobile platforms used in Frontex is provided in Appendix 2 Current ICT Baseline. The primary one is iOS.



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#	Submission date	Publication date	Question subject	Question	Answer
33	13/05/2016 12:35	23/05/2016 14:45	Responsive sites	How many sites are responsive?	<b>23/05/2016</b> Frontex has not been designing SharePoint solutions in responsive web design until now.
34	13/05/2016 12:35	23/05/2016 14:46	app	Do you use any app from App Store for SharePoint?	<b>23/05/2016</b> Frontex does not use currently any App Store for SharePoint.
35	13/05/2016 12:35	23/05/2016 14:47	Tool	Which Analytical tools do you use?	<b>23/05/2016</b> Assuming that the question refers to web analytics tool the reply is that Frontex uses WebLog Expert tool.
36	13/05/2016 12:35	23/05/2016 14:48	analyzer	What information you track in analyzer?	<b>23/05/2016</b> The tenderer is kindly requested to rephrase the question and explain its meaning so that Frontex can prepare a valid reply.
37	13/05/2016 12:35	23/05/2016 14:48	BI tool	How many type BI tool are used in application(SSRS, Excel Services, PowerBI?	<b>23/05/2016</b> Frontex uses currently SAS Enterprise Guide and SAS Visual Analytics, BI solution, which uses SSRS is in the implementation phase.
38	13/05/2016 12:35	23/05/2016 14:49	Dashboard	How many Dashboards in SharePoint	<b>23/05/2016</b> Frontex does not use any dashboards in SharePoint until now.

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#	Submission date	Publication date	Question subject	Question	Answer
39	13/05/2016 12:36	23/05/2016 14:50	3rd Party Tool	Any thrid party tool or customization used for Dashboard?	<b>23/05/2016</b> Frontex does not use any dashboards in SharePoint until now.
40	13/05/2016 12:36	23/05/2016 14:51	Support	How many Applications need 24x7 support?	<b>23/05/2016</b> Currently there is no SharePoint application in production mode that requires continuous support.
41	13/05/2016 12:36	23/05/2016 14:51	Application support	How many Applications need 16x7, 8x7, and 8x5 support?	<b>23/05/2016</b> Currently all SharePoint applications are supported during business days in business hours.
42	13/05/2016 12:36	23/05/2016 14:53	Ticket System	Which ticketing system you use?	<b>23/05/2016</b> Currently Frontex uses ManageEngine Plus Service Desk 9.1 as a ticketing system.
43	13/05/2016 12:36	23/05/2016 14:54	supporting	How many Applications required L1, L2, L3 or All support?	<b>23/05/2016</b> The tenderer is kindly requested to narrow down the question and clarify its scope. By default all applications require all types of support.
44	13/05/2016 12:36	23/05/2016 14:54	project model	What project methodology you use?	<b>23/05/2016</b> Frontex approach and requirements regarding project management are presented in the Terms of Reference (chapter 7.7, 8.2 and related).

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#	Submission date	Publication date	Question subject	Question	Answer
45	13/05/2016 12:37	23/05/2016 14:55	Plan	What is plan for SharePoint Online?	<b>23/05/2016</b> All Frontex exploits SharePoint on premise. Currently there is no intention to migrate to any type of in-cloud environment.
46	13/05/2016 12:37	23/05/2016 14:56	Infrastructure	Do you have any infrastructure on Azure? What is future plan?	<b>23/05/2016</b> All Frontex exploits SharePoint on premise. Currently there is no intention to migrate to any type of in-cloud environment.
47	13/05/2016 12:37	23/05/2016 14:56	Version	What is the version of Exchange, and outlook?	<b>23/05/2016</b> Versions of MS Exchange servers are listed in Appendix 2 Current ICT Baseline. Version of MS Outlook is 2013.
48	13/05/2016 12:38	23/05/2016 14:57	Office365	What applications are using in Office365?	<b>23/05/2016</b> All Frontex systems are hosted on premise. MS Word, MS Excel and MS PowerPoint from Office365 are used on mobile devices, however neither data nor any other services are stored in cloud.

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#	Submission date	Publication date	Question subject	Question	Answer
49	19/05/2016 17:06	23/05/2016 15:00	Sub-contracting	on p. 4 of Annex I, it reads "c) contains a letter of intent by each subcontractor stating its intention to collaborate in case the contract is awarded" Are we correct in understanding that this does only apply to subcontracting companies and not to freelancers or one person company? Please confirm	<b>23/05/2016</b> Yes, your understanding of this requirement related to subcontracting is correct.
50	19/05/2016 17:12	23/05/2016 15:01	TOR specific requirements, Personnel - p. 20, item 11	Under other Framework contracts, we already provided QTM services from our premises. Would that be possible as well under this FWC?	<b>23/05/2016</b> Yes, QT&M assignments may be performed in the contractor's premises in case such a place of performance is allowed in the request for specific contract.
51	19/05/2016 17:14	24/05/2016 07:33	TOR specific requirements - Training, p. 33	While item 100 is entitled "Training for end users", its description reads "Training shall effectively prepare the Power users to use the solution." We assume this is a typo. Please confirm.	<b>24/05/2016</b> Yes, this a typo in the requirement. Item number 100 addresses training of End Users.

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#	Submission date	Publication date	Question subject	Question	Answer
52	19/05/2016 17:18	24/05/2016 07:34	Deadline for questions	In the invitation letter, it states: "Requests for additional information received less than six working days before the closing date for submission of tenders will not be processed (for practical reasons)" while in the TOR p. 39, it reads: "The offers for this Contract shall be submitted following the rules set out in the Invitation. Any questions regarding the tender shall be submitted not later than 5 working days before the required date of submission". Could you specify up to what date (and time) requests for clarifications could be sent? Is it 27th May EOB?	<b>24/05/2016</b> The deadline for submitting questions and/or requests for additional information is Monday, 30th May 24:00 Warsaw time.
53	19/05/2016 17:22	24/05/2016 07:34	Personnel capacity, TOR p. 42	The description reads "For each offered persons there shall be attached the following documents: CV, Statement of Intent, Statement of Compliancy presented in forms displayed in appendixes to the TOR". Are we correct in understanding that the Statement of Intent does only apply for freelancers and not for employees, as it is the company that decides to which project(s) its staff members are assigned? Please confirm.	<b>24/05/2016</b> The requirement to submit the Statement of Intent applies for each individual included in the proposal, including employees.

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#	Submission date	Publication date	Question subject	Question	Answer
54	20/05/2016 10:23	24/05/2016 07:35	Frontex/OP/131/2016/AH_PwC_selection criteria	<p>The questions we have refers to one of the selection criteria - III.4.3 Technical and professional capacity: "The Tenderer shall prove its technical and professional capacity to perform the contract. This capacity will be evaluated using the following criteria: [...] 3) Three confirmed references for successful projects completed by the Tenderer in the most recent 3 years for implementation of SP solutions for at least 100 users each".</p> <p>Could you advice us please on the following matters:</p> <p>1. Confirmed references - can they be confirmed by Tenderer's statement or should we also provide customer reference contact information?</p> <p>2. Completed in the most recent 3 years - does it mean that project end date should be not earlier than 7 June 2013?</p>	<p><b>24/05/2016</b></p> <p>1. Confirmed references shall be understood as reference letters issued and signed by the Clients (copies shall be acceptable).</p> <p>2. Your understanding is correct - the project end date should be not earlier than 7 June 2013 (the reference to the tender submission date is made).</p>

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#	Submission date	Publication date	Question subject	Question	Answer
55	25/05/2016 09:44	25/05/2016 11:43	Can the offer be prepared in Polish language?	Can the offer be prepared in Polish language?	<b>25/05/2016</b> Preferably the offer shall be submitted in English. Polish, as well as other official languages of the European Union are also accepted. Please note that when preparing the offer the Tenderers shall use the forms provided by Frontex.
56	13/05/2016 12:37	01/06/2016 16:05	Frequency of ticket	What is the ticket frequency? (Per day, Per week, per month)	<b>01/06/2016</b> Frontex HelpDesk processes currently not more than 30 tickets a month on average. However this number shall NOT be considered as a reference for the future. Frontex expects soon some new complex SharePoint based features (workflows and intranet) to be deployed to the production environment. This will probably increase the number of tickets for 1st and 2nd line of support significantly.

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57	23/05/2016 09:25	01/06/2016 16:06	ROAD MAP for SP platform solutions	<p>We would like to ask you for more details on Agency's possible ROAD MAP of future requirements for different solutions using elements of SP. We are afraid some of your current external contractor in case of SP elements (e.g. Asseco or AMG.net) have much more information then "normal" participant of this call for tenders and can make much more more satisfactory bid. They can for example put more matching items - COTS + 3rdP existing software - to the Official Price List (6.3.6. Delivery of Software). Their bid will be naturally more convenient and probably cheaper.</p> <p>To avoid any possible unfair competition we encourage you to provide all competitors with more detailed information.</p>	<p><b>01/06/2016</b></p> <p>The TOR provides concise yet comprehensive description of the current status of SP based developments taking place right now in the Agency and the ones planned for the future (TOR 5.1 Current Situation, 5.2 Target Situation and 6.4 Indicative Implementation Plan for the FWC). The TOR presents the dependencies to other projects (e.g. Intranet, DMS and others) that will affect the level of demand for services under this FWC. There is no more detailed action plan for this contract to be shared at this stage. In the perception of Frontex, the competition is fully transparent and equal to all possible tenderers. The evaluation process and criteria are clearly defined in TOR, chapter 11. Evaluation. None of the criteria depends on products developed for Frontex in the past. A large number of evaluation criteria are based on the tenderer approach to the hypothetical scenario which is defined equally for any potential tenders. It should be kept in mind that the official price list and its components are not taken into account in the evaluation for this FWC, neither in the technical nor in the financial evaluation.</p>



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#	Submission date	Publication date	Question subject	Question	Answer
58	23/05/2016 09:32	01/06/2016 16:06	Place of performance	Can you give us your estimate on possible place of performance: what share could be accounted for intramural assignments (Frontex HQ), what for extramural assignments and finally what for "other locations"?	<b>01/06/2016</b> It can be assumed that majority of the assignments will be "intramural". "Other locations" are practically not used in similar contracts and is kept in this TOR for exceptional cases.
59	23/05/2016 09:34	01/06/2016 16:07	Official Price List items	Some of COTS or 3rdP software we are going to put on Price List usually needs some maintenance and insurance... How we can add this costs on the list?	<b>01/06/2016</b> The tenderers are requested to submit their Official Price List in the form of the table presented in TOR, chapter 10.3.5. Each line of the table shall contain price item which can be license itself, related assurance, maintenance or other price item relevant and included in the company official pricelist. A unit of measure relevant for each item shall be clearly demonstrated (e.g. per license, per CPU, per users, per period of time, per incident etc.)
60	30/05/2016 17:55	01/06/2016 16:07	Art. II.8 of the Draft Contract	Does the Article II.8 relates also to subcontractors and members of consortium?	<b>01/06/2016</b> Yes.
61	30/05/2016 17:57	01/06/2016 16:07	II.8.3	Do you agree on adding point (d): "for the contractor: the contractor discloses confidential information of the contracting authority to other company from the contractor's corporate group"?	<b>01/06/2016</b> Frontex shall not agree to the introduction of the proposed article.

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62	23/05/2016 15:28	01/06/2016 16:08	Extending the deadline	Due to the large number of received questions and answers as well as the requirements regarding of the technical offer, we would like to kindly ask you if there is a possibility to extend the deadline for the submission of tenders from 06.06.216 to 13.06.2016	<b>01/06/2016</b> The deadline shall not be postponed. None of the questions and replies has lead to the alteration of the procurement documents, their nature was either clarifying or providing more details on particular aspects of the future framework contract.
63	30/05/2016 16:31	01/06/2016 16:08	References	Are we allowed to provide more than three references? And if we are, do all of them have to be confirmed?	<b>01/06/2016</b> Yes, more then three references may be provided. At least three of the references must meet the conditions specified in point III.4.3.(c) of the Specifications : "Three confirmed references for successful projects completed by the Tenderer in the most recent 3 years for implementation of SP solutions for at least 100 users each".
64	30/05/2016 17:59	01/06/2016 16:09	II.24.1 Sentence 3	Do you agree on reconciling principles of an audit with the contractor before initiating an audit?	<b>01/06/2016</b> In case the audit shall be initiated by Frontex some principles shall be reconciled beforehand with the Contractor.

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65	30/05/2016 23:01	01/06/2016 16:09	Submission deadline	In case of further inaccuracies/questions/doubts found, do Frontex consider postponing the deadline?	<b>01/06/2016</b> The deadline shall not be postponed. None of the questions and replies has lead to the alteration of the procurement documents, their nature was either clarifying or providing more details on particular aspects of the future framework contract.
66	30/05/2016 17:58	01/06/2016 16:10	II.24.1 Sentence 2	Do you agree on limiting audits to one per year?	<b>01/06/2016</b> Frontex cannot accept such limitation, although it is highly unlikely that the implementation of the contract shall be audited on several occasions. Please note that it is possible that the contract shall not be subject to audit at all.
67	30/05/2016 16:31	01/06/2016 16:11	Certificates	In Terms of Reference, p. 42, paragraph 10.2. reads: "The required statements based on the templates for Statement of Intent, Statement of Compliancy to the Profile and copies of personal certification...". However, in the table below in the description of "Personnel Capacity" the copies of certificates are not mentioned. Are we thus expected to include the copies of certificates? Please clarify.	<b>01/06/2016</b> The copies of the personal certificates shall be included in the offer. They can be either included in the CV or attached to the proposal. There is no page limit for this part of the proposal.

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68	30/05/2016 17:57	01/06/2016 16:12	II.8.3	Do you agree on changing the duration of confidentiality obligations from Article II.8 for 5 years after the implementation of the FWC?	<b>01/06/2016</b> There's no particular period specified. The nature of confidentiality of particular information or documents may vary so it cannot be confirmed at this moment but may be treated on case-by-case basis when the contract shall be implemented.
69	30/05/2016 17:58	01/06/2016 16:13	II.24.1 Sentence 1	Does “any outside body authorised to do so on its behalf” from Article II.24.1 is an EU body or independent entity which may be direct competition to the contractor?	<b>01/06/2016</b> The reference is made to the situation when the task may be assigned by OLAF to another entity (e.g. a public national body). No situation of conflict of interest shall be allowed.
70	30/05/2016 21:39	02/06/2016 16:40	Frontex Security Rules	What are the Frontex Security Rules that Contractor should respect with each Specific Contract? What decision would be made by Frontex in case these rules are conflicting with internal rules of Contractor?	<b>02/06/2016</b> In general, the security rules concern the access to Frontex premises, documents and systems. As indicated in point 7.5 of the TOR, the contractor shall be provided with Frontex Security Rules and the details of relevant policies and procedures. Frontex security rules shall prevail and their breach may lead to the termination of the contract.

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71	30/05/2016 18:05	02/06/2016 16:41	3rd Level Support	Is there a possibility for SC to provide implementation services by one vendor and 3rd Level Support by another? If yes, is there any procedure in Frontex ITC department to support such situation?	<b>02/06/2016</b> Such a situation is potentially possible, especially when it comes to maintenance of legacy system. By default Frontex ICT plans a hand-over period to handle such situations.
72	30/05/2016 16:30	02/06/2016 16:41	Specific Contracts	Could you please provide us with a rough estimate of the share between Fixed Price, Time-and-Means, and Quoted-Time-and-Means specific contracts?	<b>02/06/2016</b> At this stage Frontex cannot declare the volume and proportions of the different types of assignments. The work items included in indicative implementation plan (chapter 6.4) can be performed under various types of specific contracts. The actual decision will be taken by Frontex at the time of release of the request for specific contract taking into account mainly the actual technical constraints and Frontex interest.

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73	30/05/2016 17:54	02/06/2016 16:44	Guarantee	Point 7.4 in Annex II states: "The guarantee for the Products acquired via this FWC is for minimum 2 years. The guarantee price shall be included in the purchase price. No maintenance fee shall be included in the Product purchase price." Further on page 30 of the same document there is the statement: "The 2 years guarantee is provided by default at the price of the software product and component provided or developed with no additional cost to Frontex for corrective and adaptive maintenance at the levels offered to wide market by the vendor of the product or component." The question is where to put the maintenance fee for SC and what does the "product" and "purchase price" mean in this context?	<b>02/06/2016</b> As indicated in the citations, the price of 2 years guarantee shall be included in the purchase price. It means that when Frontex orders a product or service under this FWC it gets 2 years long guarantee on the basis of the European law. The maintenance fee shall be indicated separately.

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