

Call for tenders' details

Title: General helpdesk services.

Start date: 25/11/2017

Time limit for receipt of tenders: 19/01/2018

Contracting authority: European Court of Auditors (ECA)

Status: Closed

Call for tenders question list

| # | Submission date | Publication date | Question subject | Question | Answer |
|---|---------------------|---------------------|--|---|---|
| 1 | 25/11/2017 14:42 | 28/11/2017 16:39 | annex 2 - tender specifications Team composition and location | annex 2 - tender specifications Team composition and location a) Please provide the current team composition including the number of FTE per profile. b) Are all people located in Luxembourg? | 28/11/2017 a)The current team composition comprises 10 (ten) FTE. However, we would like to draw your attention to the fact that the scope of the services under the current call for tenders (AO 631) and KPIs have changed. b)For the time being, team assigned by the incumbent is fully located on the Court's premises. |

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| 2 | 25/11/2017 14:43 | 28/11/2017 16:40 | annex 2 - section 2.5 "...migration to Windows 10 planned in the 1st semester 2018" | annex 2 - section 2.5 "...migration to Windows 10 planned in the 1st semester 2018" such migration may generate additional support requests, and require team reinforcement. We understand that such workload increase is not in scope of the annual flat rate covering "Provision of General Helpdesk Services (according to tender specifications, sections B.3, B 4.1, 4.2, 4.3, 4.4, 4.5, B.5)". Instead, such services are considered as "additional services " and subject to a seperate purchase order. Please confirm our understanding is correct. | 28/11/2017 Yes, your understanding is correct. |
| 3 | 25/11/2017 14:44 | 28/11/2017 16:41 | annex 2 - section 2.7 CA Service Desk Manager 12.9 & Easyvista H1.2016 will be replaced by "Service Now" | annex 2 - section 2.7 CA Service Desk Manager 12.9 & Easyvista H1.2016 will be replaced by "Service Now" Our uderstanding is that the successful replacement of these tools, including transition, data migration, testing and operations is the responsibility of the Court. The Contractor will not be held responsible for quality issues and reduced performance of the Helpdesk services due to the SNow migration. Please confirm our understanding is correct. | 28/11/2017 Yes, your understanding is correct. |

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|---|---------------------|---------------------|--|--|--|
| 4 | 25/11/2017 14:45 | 28/11/2017 16:42 | annex 2 - section 2.4 | <p>annex 2 - section 2.4 "The Contractor can expect a maximum average rise of 5% per year with reference to the abovementioned values for 2016. The Contractor shall adapt his team in order to be able to cope with this additional workload at no extra cost for the Court.</p> <p>Our understanding is that the "annual flat rate" in "annex 4 financial offer - section 1" will not vary over the contract duration, to include the average maximum yearly rise of 5%. Please confirm that our understanding is correct.</p> | <p>28/11/2017 Yes, your understanding is correct.</p> |
| 5 | 25/11/2017 14:46 | 28/11/2017 16:58 | annex 2 - section 8 transfer of know-how | <p>annex 2 - section 8 transfer of know-how "...during a period of no longer than one (1) month before the entry into force of the Contract."</p> <p>c) Is there a "shadowing" period foreseen, following the one-month transfer of know-how (i.e. existing and future contractor working together)</p> <p>d) When, after contract start, will the Court start applying penalties, if any?</p> | <p>28/11/2017 c)No shadowing period is foreseen following the transfer of know-how. d)Immediately</p> |

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| 6 | 25/11/2017 14:48 | 28/11/2017 17:07 | annex 3 - Draft SLA | <p>annex 3 - Draft SLA One assumption is that current contractor's KPI values are respecting the targets set by the Court.</p> <p>a) Please confirm our assumption is correct. if not, would you please elaborate on the KPIs that are not achieving the targets?</p> <p>b) Would you please provide us a summary of 2017 KPI values?</p> | <p>28/11/2017 a)This question is not relevant for the future contract since it concerns the execution of the current one. We would like to draw your attention to the fact that the scope and KPI of the future contract have changed in comparison to the current one b)As indicated above, the current values are not relevant for the future contract. A description of the current KPI is contained in the Service Level Agreement applicable to the current contract DIT/01/2102/12 that has been uploaded to the 'Document library' on e-tendering (Q OLD EXPIRED SLA 01/2102/12) Q OLD EXPIRED SLA 01/2102/12</p> |
| 7 | 28/11/2017 17:13 | 28/11/2017 17:21 | Project Reference Form | <p>What does "Contract Reference" refer to in the case of projects executed for private clients?</p> <p>"Contact person" is the person within our company who managed the project or the client's contact?</p> <p>Thanks.</p> | <p>28/11/2017 "Contract Reference" shall allow to identify the contract/project you present as proof of your technical and professional capacity.</p> <p>"Contact person" refers to the main person responsible for the management of the contract on the client's side</p> |

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| 8 | 25/11/2017 14:46 | 29/11/2017 16:15 | annex 2 - section 8 transfer of know-how | <p>annex 2 - section 8 transfer of know-how "...during a period of no longer than one (1) month before the entry into force of the Contract."</p> <p>a) Would you please provide the current "transfer of know-how" procedure, as requested from current contractor?</p> <p>b) Would you please elaborate on the service handover?</p> | <p>29/11/2017 Q5 OLD EXPIRED Tender specs 01/2102/12</p> <p>a) and b) For the current "transfer of know-how" procedure please refer to Tender Specifications of the current contract DIT/01/2102/12. We have uploaded the tender specifications applicable to the current contract to the 'document library' on e-tendering (Q5 OLD EXPIRE Tender specs 01/2102/12).</p> |
| 9 | 29/11/2017 17:26 | 29/11/2017 19:03 | 8.2 Quality Criterion Threshold no.1 | <p>Threshold no. 1 states literally " Only those tenders that reach at least 30 points (i.e. 60% of the maximum partial score for the "Call Centre" Part when adding up the scores to both Criteria) will be considered for further evaluation".</p> <p>Could you please explain what does it mean, it is, out of which maximum score are those 30 minimum points?</p> <p>Thanks.</p> | <p>29/11/2017 The maximum partial scores are indicated under point 8.1 in the table on pages 15-18. This table presents - the mandatory elements to include in each subpart of the Technical Offer - award criteria and their weightings - partial maximum score for each subpart of the Technical Offer. In line with the information included in this table, the maximum score for subpart "Call Centre" is 50 points. In order to be considered for further evaluation, the tenders have to reach at least 30 points (i.e. 60% of the maximum partial score for the "Call Centre" - 50 points).</p> |

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|----|---------------------|---------------------|-------------------------|--|---|
| 10 | 29/11/2017 17:15 | 30/11/2017 11:03 | Helpdesk Reception Desk | Is the Helpdesk Reception Desk just one desk for all the locations of the Court? or does it include four contact points, one for each building in Luxemburg and one in Brussels? | 30/11/2017 Helpdesk Reception Desk indicated in point B.3 of the tender specifications comprises only one desk for all Court's buildings in Luxembourg. There is no Helpdesk Reception Desk in Brussels. |
| 11 | 29/11/2017 17:20 | 01/12/2017 18:28 | Call Center | <p>a. Is it possible to know the number of services that were requested via mail, telephone and "face-to-face", respectively?</p> <p>b. Is it possible to know the average duration of the calls?</p> <p>Thanks.</p> | <p>01/12/2017</p> <p>a. We would like to draw your attention to the fact that the scope of the services under the current call for tenders (AO 631) and KPI have changed. However, for the current contract, on the base of the available data, the distribution of calls was the following: 41.7% received by mail 54.9% received by phone 3.4% face to face</p> <p>b. The average duration of a phone call is of 3.5 minutes</p> <p>The average duration of a phone call is of 3.5 minutes</p> |

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| 12 | 15/12/2017 10:48 | 18/12/2017 17:31 | Deadline | <p>Due to several tenders out at present, and in order to provide you with an answer at the level of your expectations, would it be possible to have a 2 to 3 weeks extension?</p> <p>Thank you and best regards</p> | <p>18/12/2017</p> <p>The Court of Auditors has decided to extend the deadline for the submission of offers until 19th January 2018. A corrigendum to the submission date as well as to the date of the opening session will be published in the Official Journal (TED) and on this website. In this context, please note that the period given in the initial contract notice to prepare tenders amounted to 61 days from the dispatch of contract notice, while the minimum deadline as imposed by the Financial Regulation is 42 days. The initial deadline was by 19 days longer than the minimum one (42 days). Following your request, by means of the corrigendum, the initial deadline of 61 days will be extended by 4 (four) additional days which in our appreciation are sufficient to prepare the tenders.</p> |

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| 13 | 18/12/2017 10:56 | 18/12/2017 17:33 | Extension of the submission deadline | <p>The time-period during which tenderers are able to draft their reply spans the Christmas period, which effectively limits the available time for preparing a comprehensive and competitive tender.</p> <p>In view of the Christmas holidays and in the interests of providing tenderers with sufficient time to draft their tenders, which will, in turn, result in tenders of high quality and highly competitive prices, we kindly ask the Court to extend the tender submission deadline by two weeks.</p> | 18/12/2017 Question12 |
| 14 | 05/01/2018 09:32 | 05/01/2018 14:32 | Annex 2 - Tender Specifications | <p>In section 6 Team organisation you mention the roles of:</p> <p>(1)Team Leader. Is that role the same with the contract manager responsible for all contractual and administrative aspects of the contract?</p> <p>(2) on-site specialists: are these the project manager, incident manager,..... Telecom support? as you mention them in the 4th par on page 44?</p> <p>(3) Where can we find relevant information about the sizing of the team and the current organisation?</p> | <p>05/01/2018</p> <p>ad (1) The main task of the “Team leader” role is to manage the helpdesk team. It is an operational role, while the “contract manager” is rather an administrative role.</p> <p>ad (2) Yes, on-site specialists are indicated on page 44. As the 3rd paragraph on page 44 stipulates “at least” these profiles “shall be present in the team”.</p> <p>ad (3) Please refer to answer 1 Question1</p> |

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| 15 | 05/01/2018 09:37 | 05/01/2018 14:33 | Annex 2 - Tender Specifications | Can you please confirm that 'face-to-face' contacts, automatically generated "user calls" are new elements not currently existing in the running contract? | 05/01/2018 Face-to-face contacts have been part of the running contract since its beginning, albeit not in the form of a specific "reception desk". The same is true for automatically generated "user calls", for example through the eForm system for requests of IT assets requiring hierarchical validation. |
| 16 | 05/01/2018 09:39 | 05/01/2018 14:34 | Annex 2 - Tender specifications | Can you please confirm that asset management for Non-IT assets is a new element introduced in this contract? | 05/01/2018 Yes, we confirm that asset management of non-IT assets is a new element introduced in this call for tenders. |
| 17 | 05/01/2018 09:43 | 05/01/2018 14:39 | Additional services | The services mentioned in section 4.6 of Annex 2, are services that will be definitely requested from the Contractor? or are they potential services that may be required? | 05/01/2018 The services mentioned in section B.4.6 of Annex 2 are additional services that MIGHT be requested by the Court. As indicated in section A.9.2 2nd paragraph of Annex 2, the Court might occasionally request additional services giving rise to specific contracts/purchase orders. The additional services will be ordered by means of purchase orders (see art. I.4.3. of the draft contract). |

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| 18 | 05/01/2018 10:23 | 05/01/2018 15:06 | Annex 1 - Draft Contract | <p>In the draft contract you state that: "In the case of a framework contract, signature of the Contract does not imply any purchase obligation on the part of the Court. Only the application of said Contract by means of a specific contract (also called a "purchase order") shall be binding on the Court. 2.16. When the Court has sent a purchase order to the Contractor, it should be returned duly signed and dated by the latter within five (5) business days of the date on which it was sent by the Court."...</p> <p>Is that contract a framework contract? If it is, will all service elements be ordered separately? and if yes how? What will the order road-map/life-cycle be and where is it described?</p> | <p>05/01/2018 The contract in question is a hybrid contract which contain a direct part and a framework part. The provision of General Helpdesk Services (except for additional services) according to tender specifications is based on a direct service contract. The signature of the service contract implies the purchase of General Helpdesk Services at the annual flat rate indicated in the financial offer. AS mentioned, the additional services are an exception to the above rule. The signature of the service contract does not imply the purchase of additional services, their ordering can be done only by means of purchase orders (additional services constitute an framework part of the contract). There is no specific order road-map/life-cycle for additional services, they will be ordered when the need arises.</p> |

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| 19 | 09/01/2018 14:03 | 09/01/2018 17:11 | Proposal preparation - stamped copies | With reference to the cover letter, we read " If you are interested in this contract, you are invited to submit a tender in triplicate (one original and two stamped copies) in one of the official languages of the European Union." Can you please specify what do you mean by stamped copies? | 09/01/2018 The term "stamped copy" means that the tender shall be stamped with the word "copy" on its first page, so that it is clearly identified as copy. |
| 20 | 10/01/2018 13:56 | 10/01/2018 15:03 | "Invitation to tender", point 2 "Lodging and presentation of the tenders" | Please specify whether the original offer and the two stamped copies must be placed in the "inner envelope", containing the two sealed "administrative + technical offer" and "financial offer" envelopes, or the copies must be places in two other separate inner envelopes, marked as "copy"? | 10/01/2018 There are no specific requirements for the copies to place them in separate inner envelopes. The copies can be placed together with the original offer in the "inner envelope", containing the two sealed "administrative + technical offer" and "financial offer" envelopes or in separate inner envelopes. In either case, the requirements concerning the confidentiality and integrity of tenders as indicated in point 2 of the invitation letter shall be respected (sealed envelopes, clear identification of content, etc.) |

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| 21 | 10/01/2018 14:00 | 10/01/2018 15:57 | Form 3 Agreement/Power of attorney art. (1) of both models – “The European Court of Auditors has awarded Contract № To Company”. | Can we consider the words "has awarded" as a technical mistake, as the power of attorney is necessary to be submitted with the Offer, before the award of the Contract? | 10/01/2018 In line with point A.13.1 of the Tender specifications which stipulates that "Partners in a joint offer assume joint and several liabilities towards the Court for the performance of the Contract as a whole" the provided models of "Power of attorney" cover not only the phase of the offer submission (designation of Group Leader and power of attorney to Group Leader) but also the phase of contract's performance (remaining articles). In light of the above clarification the statement "“The European Court of Auditors has awarded Contract № to Company” is correct as it applies to the phase of contract's performance. |

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| 22 | 10/01/2018 16:29 | 10/01/2018 16:29 | Tender specifications, Point A.7 - Reliance on other entities | In case that a company relies to the capacity of other entities, we read: "A tenderer may, where appropriate, rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. In that case, it must prove to the contracting authority that it will have at its disposal the resources necessary for performance of the contract, for example, by producing an undertaking on the part of those entities to place those resources at its disposal". Can you please specify whether the written undertaking mentioned above is applicable at this phase of the tender and need to be provided within our offer or should be provided upon ECA's request at the contract's award phase? | 10/01/2018 Written undertaking mentioned in point A.7 of Tender specifications shall be submitted with the tender. |
| 23 | 10/01/2018 13:53 | 11/01/2018 18:28 | Annex 2 | Please, advise do your security rules allow for support purposes access to your network from an external network via VPN or leased secured channel line and what are the the relevant security requirements? | 11/01/2018 No remote connection for support purposes is allowed between ECA network and the premises of the service provider. |
| 24 | 10/01/2018 13:55 | 11/01/2018 18:29 | Annex 2 | Please advise do any of the activities in the SoW may require support personnel to have access to EU classified information and if yes - what level and which of the profiles may need respective clearance? | 11/01/2018 The Service Desk staff does not require access to EU classified information. Therefore, no official clearance level is requested for the personnel delivering the service. |

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| 25 | 10/01/2018 13:57 | 11/01/2018 18:30 | Ref. 5.2 Meetings - Annex 2 | Please, advise may envisaged regular progress review meetings be held using widespread teleconferencing techniques (e.g. Skype for Business or similar) and only quarterly and annual reviews be held in person. | 11/01/2018 In principle, all participants in contractual meeting shall be present in person. On exceptional occasions, the Court can accept participation by video conferences. |
| 26 | 13/01/2018 12:17 | 15/01/2018 15:02 | Annex 2 - Technical Offer | In section 8.1 and in particular the Table 1, you request that the Technical Offer includes Sub-part 8 - Periodic reporting and meetings. Regarding meetings you state clearly your requirements in section 5.2. What else do you want to read and evaluate about Meetings? | 15/01/2018 Please refer to the specifications which indicate the mandatory elements to include in this subpart (8.1) as concerns the meetings. You may provide additional information in case you consider it relevant in relation to the mandatory requirements. |

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| 27 | 13/01/2018 12:17 | 15/01/2018 15:04 | Annex 2 - Technical Offer | There is no place in the Technical Offer for us to describe our Quality System and the Incident and Problem Management processes? Please can you clarify that you do not need descriptions of the Incident and Problem Management and that the adherence to ITIL 2011 (v3) is sufficient for the evaluation of the Technical Offer? | 15/01/2018 Please see Point A.8.1, last but one paragraph of specifications which stipulate "The tender shall include a separate section for each of ten (10) Subparts, providing sufficient detail to allow for the assessment of both criteria (Adequacy/Completeness and Quality) taking into account the corresponding requirements in part B but also section B.7 (Service availability), and the information provided in the draft Service Level Agreement (SLA) where applicable. ITIL 2011 best practices must be followed in the context of the requested services, whenever appropriate" and the mandatory elements to include in each subpart of the Technical Offer indicated in Table 1. You may provide all the information that you consider relevant for the evaluation of the different subparts. |

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