

Call for tenders' details

Title: IT Infrastructure services

Start date: 20/12/2017

Time limit for receipt of tenders: 28/02/2018

Contracting authority: European Centre for Disease Prevention and Control (ECDC)

Status: Closed

Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	18/01/2018 09:59	22/01/2018 16:49	request for clarification	<p>1. The “Estimates for Work area 2 - ICT BackOffice” in tender specifications section 2.2.5.5 are summing 101%. It seems a rounding error. Can you please confirm if this is the case and provide guidance on how to read this difference.</p> <p>2. The tender specifications refer [...]The tenderer must propose a team for the service delivery, where the submitted CVs have to fulfil the requirements defined in 2.2.12. [...] in the second bullet of the section 4.1. We were not able to find the section 2.2.12 in the tender specification so can you please clarify if this is a missing section in the tender specifications or a missing reference for the target document to look for.</p>	<p>22/01/2018</p> <p>1. The estimations in the work area Backoffice under 2.2.5.5. indeed add up to 101% due a rounding error. It should be noted that these are anyhow estimations for the potential contractor to get a general understanding on the workload distribution. The workload distribution will vary over time.</p> <p>2. Regarding the reference to the CV, the reference 2.2.12 should be replaced with reference to 2.2.5.1.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
2	18/01/2018 16:39	22/01/2018 17:02	request for clarification Chapter 9	The technical annex 4 refer in the first page: [...]In chapter 9 the mandatory Key performance indicators cannot be amended whilst the recommended ones may be altered to some degree.[...] Can you please clarify if the referred chapter 9 should be read as "chapter 8"?	22/01/2018 Indeed the reference should be to chapter 8 instead of chapter 9.
3	19/01/2018 11:32	22/01/2018 17:04	Profile: Server Administrator or System Administrator?	Doc "Tender Specifications", pg 28: Profiles required: "Server Administrator" but in "Technical Annex 3 –Consultancy Profiles", pg 1: "System Administrator". Please clarify which denomination is correct.	22/01/2018 The profile name "Server administrator" and "System administrator" should be read as equivalent. In the offer please use the term "system administrator".
4	19/01/2018 12:00	22/01/2018 17:05	Template for the proof of references to projects	Will you provide a template for the proof of references to projects ?	22/01/2018 ECDC will not provide a template. The contractor may choose himself a simple template.
5	19/01/2018 12:14	22/01/2018 17:07	Tender Specs 2.2.5.5 Annual workload estimates for the standard services	Do you confirm that the estimation of the annual workload in man-hours (for instance 90 for the frontoffice) is only the number of hours spent outside office hours in QTM (contrary to what the title of the section suggests, since QTM is not part of the standard service according to 1.14) ? Thank you.	22/01/2018 It is correct, the right column gives an indication of work hours outside office hours and outside the standard service contract that will be covered in a separate QTM contract.

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#	Submission date	Publication date	Question subject	Question	Answer
6	19/01/2018 08:28	22/01/2018 17:11	Service Level Agreement (SLA)	<p>The Technical Proposal must contain a proposal for a Service Level Agreement (SLA) based on Annex 4 (14-EN-Technical Annex 4 Draft SLA).</p> <p>There is a fairly direct mapping between the sections in chapter 8 “List of Key performance indicators” of Annex 4 and the criteria as listed in Tender Specs section 4.2.</p> <p>For instance Indicators for contract governance => Contract governance, 20p Indicator for human resources => General HR, 20p Etc.</p> <p>Questions:</p> <p>A) Will you please explain the following “anomalies” in the mapping?</p> <ul style="list-style-type: none"> • There are no criteria for the section in Annex 4 related to the indicator for the Takeover phase. • There are no criteria related to the indicators on Communication and documentation. <p>B) Our understanding is that the tenderer is expected to review the KPIs (for “adequacy, completeness and relevance of the description, levels, specific organization and infrastructure, methods and tools to</p>	<p>22/01/2018</p> <p>A) Indeed there is a relationship in the desired service agreement and the technical offer, while there is not necessarily a 1:1 mapping. Still the takeover phase is reflected in the offer evaluation with 150 points. Communication and documentation will be assessed under the “service delivery plan”.</p> <p>B) Your understanding is correct. But the mandatory KPIs should be included.</p> <p>C) Each KPI will be assessed within the section with equal weight.</p> <p>D) The reference should be chapter 8 instead of 9.</p>

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				<p>infrastructure, methods and tools to fulfil the recommended Indicators”) and to amend the tables. Is our understanding correct?</p> <p>C) The number of KPIs varies between 2 and 11, but each section has the same weight (20 points). Will you please clarify how sections with different number of KPIS will be evaluated ?</p> <p>D) On page 1 of the Annex 4, it is explained that “In chapter 9 the mandatory Key performance indicators cannot be amended whilst the recommended ones may be altered to some degree”. There is no chapter 9.</p>	
7	22/01/2018 15:53	22/01/2018 17:14	Deadline for handing in our offers?	Online the time limit says last day to hand in our offer is 16/02/2018 and in the material provided to us it says last day to hand in our offer is 28/02/2018? What date is last day to hand in our offer?	22/01/2018 The official deadline for submission of tenders is 28/02/2018, this will be corrected as soon as possible.

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#	Submission date	Publication date	Question subject	Question	Answer
8	23/01/2018 22:56	25/01/2018 14:42	Hosting clarification	Can you please give detailed information about the applications to host within this FwC, regarding data volumes, performance requirements, underlying technologies, etc.	25/01/2018 You find information about the hosting service provided by the Backoffice team under 2.2.4.2 in the tender specifications including details about the application to host and underlying technology. Incident performance requirement are mentioned in 2.2.7.5. Our data volume is on file servers around 12 Tb of data, Sharepoint files around 1 Tb, SQL DB's around 1.5 Tb.

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#	Submission date	Publication date	Question subject	Question	Answer
9	25/01/2018 13:22	26/01/2018 15:39	TS, page 13. Minimum Requirements	<p>The TS, page 13 Minimum Requirements, stipulates: "1. All contractor's consultants working for ECDC need to have at minimum an ITIL foundation certification".</p> <p>Question#1. Contrary to the above, Technical Annex 3 - Consultancy Profiles, doesn't impose that minimum ITIL Foundation requirement for the Audio visual technician, System administrator, Database administrator, SharePoint administrator and Integration tester. Is our understanding correct that these profiles do not need to be ITIL V3 Foundation certified before and after the signature of the FWC?</p> <p>Question#2. Should a given consultant not yet have passed his/her ITIL Foundation/Expert certification prior to the contract award date for this tender, can ECDC agree that the minimum certification for said consultant must be obtained within 6 months after the FWC signature date?</p>	<p>26/01/2018</p> <p>All contractors consultants working for ECDC need to have an ITIL foundation certification. This is applicable all profiles regardless if that is highlighted in the CV profile or not. All consultants need to have ITIL foundation prior the start at ECDC. In the offer it should get clear if any of the proposed consults still miss the ITIL foundation certification and how that will be achieved prior to the start of the FWC.</p>
10	25/01/2018 13:00	26/01/2018 15:40	Technical Annex 4, §6. Penalty Point System on KPIs	<p>In the case of 18 penalty points (and higher) no other consequence than "Possible termination of FWC" is defined. If the FWC is then not terminated by ECDC will the monthly service fee also be reduced by 8%?</p>	<p>26/01/2018</p> <p>It is correct, in the situation of 18 or more penalty points and that ECDC would not cancel the FWC, the reduction of payment by 8% would be applied.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
11	25/01/2018 15:58	26/01/2018 15:41	CVs	<p>Technical and Professional Capacity. See TS, §3.2.3, p.46.</p> <p>Question 1. How many 'sample CVs' need to be included for each of the defined profiles in our offer?</p> <p>Technical Proposal. See TS, §4.1, point 2. Question 2. We understand that we have to deliver the CVs for the entire service delivery team as part of our response to the Service Delivery Plan (SDP). Correct?</p> <p>Question 3. Given the max. of 30 pages for SDP, does ECDC agree we submit the service delivery team's CVs separately from the SDP-document?</p>	<p>26/01/2018</p> <p>Regarding the CV, at least the CVs of the initial proposed team of 4.1. page 47 should be presented. Indeed the delivery teams CVs can be annexed to the service delivery plan and would not count to the limit of 30 pages for the SDP.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
12	26/01/2018 21:08	01/02/2018 11:47	Interfaces with other Contractors	<p>With reference to Section “2.1 Introduction: Background to the invitation to tender “, of the procurement document “EN-Tender Specifications_9196_IT_Infrastructure services”, ECDC is using a number of framework contracts to organise the overall IT projects and services required.</p> <p>Could you please clarify the following:</p> <ol style="list-style-type: none"> 1. In case we face up a problem that is related with another contract which is our interface in order to solve this? 2. Our understanding is that as part of the services covered by the present call for tenders, the contractor will interface and cooperate with all 4 other contracts of ECDC. Can you please confirm? 	<p>01/02/2018</p> <p>In case you need to cooperate with other contractors to solve an issue, e.g. you have to submit an incident to Microsoft or require a bugfix from the development contractor, we expect that you will cooperate as best as can with this contractor to get the incident resolved. The incident timer would be set during assignment to the 3rd party to stop clock.</p> <p>Especially in the service line “application hosting” you will cooperate with the development contractor and the contract for project management. For the general service delivery you might cooperate also with the contractor for quality management.</p> <p>The usual interface with 3rd parties will be via email via ECDC or in the service management tool (e.g. for incident assignment, change request follow up).</p>

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#	Submission date	Publication date	Question subject	Question	Answer
13	26/01/2018 21:10	01/02/2018 11:48	BIA Levels	<p>With reference to section “2.2.7.5 Service level definitions” of the “EN-Tender Specifications_9196_IT_Infrastructure services” and “EN-Technical annex 6 Incident and Request priority matrix”, it is stated that ECDC infrastructure is currently hosting 3 systems with the business impact assessment (BIA) priority 1, 6 systems with BIA priority 2 and 18 systems with BIA priority 3. However according to “Technical annex 6 Incident and Request priority matrix” the business impact assessment (BIA) is divided in 5 levels. Could you please clarify whether ECDC is hosting systems with business impact assessment (BIA) priority 4 and 5, or there is no need to take level 4 and 5 into consideration?</p>	<p>01/02/2018 ECDC has 5 systems with BIA level 4. There is no system at BIA level 5, as this level would mean no system recovery required in case of failure.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
14	26/01/2018 21:09	01/02/2018 11:49	Standby services	With reference to "2.2.7.3 Standby service" of the "EN-Tender Specifications_9196_IT_Infrastructure services". It is stated that an IT FrontOffice analyst and an ICT server administrator need to be available always on standby. However, in the profiles' description the standby task is included in more profiles (i.e. FrontOffice System Administrator, SharePoint Administrator). Could you please clarify which profiles should provide the standby services?	01/02/2018 As described under 2.2.7.3. in rare cases standby duty intervention is required (during 2016 in 20 cases) and the required service range is as mentioned for "possibility to recover critical systems, support the Epidemiologist on standby, support special missions and disease outbreaks and provide first line support for one single critical system also outside office hours." At current we have a Frontoffice analyst and a System administrator on standby. The arrangement in your contract would obviously depend on the structure of your proposed team, so no defined answer can be provided.

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#	Submission date	Publication date	Question subject	Question	Answer
15	26/01/2018 21:11	01/02/2018 12:19	SLA Roles	<p>With reference to section "3.Interfaces, roles and responsibilities" of "EN-Technical Annex 4 Draft SLA" the Tenderer has to define the names and contacts of those responsible for the roles listed in the table.</p> <p>1. Could you please clarify whether these roles should be covered by the required profiles described in "EN-Technical annex 3 consultancy profiles", or these roles should be undertaken by different/additional profiles?</p> <p>2. Are the roles foreseen for members of the actual delivery team?</p>	<p>01/02/2018</p> <p>1. You are free in the composition of your proposed team, but commonly one would expect that existing profiles / assigned consultants have one of several of these roles and process responsibilities.</p> <p>2. Naturally one would expect that these roles are assigned to members of the service delivery team.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
16	26/01/2018 21:14	01/02/2018 12:20	Third Parties	<p>With reference to section “2.2.4.2. ICT BackOffice” of the Tender Specifications, the area of management of applications and systems entails, among others, the following task: “20. Opening and management of tickets with external providers. A regular and close follow-up of cases opened with the different software vendors is requested.”</p> <p>However, in section “2.2.7.8 Close co-operation with ECDC and with 3rd Parties” of Tender Specifications it is stated that “Another example is when the FrontOffice need to create an incident with an external vendor e.g. open a ticket with Microsoft or make a subscription for a mobile in order to provide the service. In such cases, the Contractor shall interact directly with a 3rd party upon approval of ECDC.” Could you please clarify whether the above-mentioned task should be assigned to the FrontOffice or the BackOffice staff?</p>	<p>01/02/2018 Incidents with Microsoft could be followed by either team, depending on the nature of the request, e.g. an Office incident would be managed by Frontoffice, a Sharepoint issue by Backoffice. The follow up of a mobile subscription would be done by Frontoffice.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
17	26/01/2018 21:15	01/02/2018 12:20	Page Limits	With reference to section "4.1. Technical Proposal" of the Tender Specifications, for each required document there is a page and character limitation (all inclusive). Could you please clarify for each criterion, whether the cover page, page with table of contents/list of figures, list of acronyms can come in addition to the above-mentioned limitation?	01/02/2018 CVs can be annexed and are excluded from the page limits. Cover page, table on content etc are included and counted in the page limitations.

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#	Submission date	Publication date	Question subject	Question	Answer
18	26/01/2018 21:15	01/02/2018 12:21	Infrastructure for Provision of Services	<p>With reference to section “2.2.6.1 Off-site infrastructure requirements” of the “EN-Tender Specifications_9196_IT_Infrastructure services” it is stated that “ECDC will provide each consultant with a laptop with the standard ECDC configuration and software. This will include the VPN client software that will allow secure remote access to ECDC. In addition to the laptop ECDC can provide a docking station, so that in the contractor’s office the laptop can be used with external screen(s) and peripherals.”</p> <p>Based on that, could you please confirm that ECDC will provide us with all necessary hardware and software needed in order to perform the whole scope of the services required (e.g. access to service management tool, monitoring tools, etc.) and the contractor will not have to provide or use any additional hardware or software infrastructure?</p>	<p>01/02/2018 ECDC will provide the consultants with laptops and software that will allow them to work on the ECDC contract. Nevertheless the contractor has to provide the infrastructure as mentioned under 2.2.6.1.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
19	26/01/2018 21:13	01/02/2018 12:21	Security Controls	<p>With reference to section “3.2.3. Technical and Professional Capacity” of the Tender Specifications, in order to pass the selection phase, Tenderers need to submit as evidence “A description of the roadmap for the implementation of the security controls after signature of the relevant specific contract (maximum 3 pages)”. Could you please confirm that in this document, Tenderers need to describe how they will comply with the Security Requirements defined in section 2.2.6?</p> <p>Apart from section 2.2.6 there is not any other particular Annex or other security measures/requirements that Tenderer needs to implement. Please confirm.</p>	<p>01/02/2018 Indeed 2.2.6 gives details on the minimum security requirements that should be described under 3.2.3</p>

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#	Submission date	Publication date	Question subject	Question	Answer
20	26/01/2018 21:08	01/02/2018 12:22	ITIL certification	With reference to Section “3. IT Service Manager” of the Technical Annex 3 – Consultancy Profiles, in the paragraph “Education and work experience” it is stated that an “ITIL expert education and certification” is essential for the above - mentioned profile. Our understanding is that the afore-mentioned certification is the “ITIL Expert” certification level (also known as MALC certification) which is ranked just under the “ITIL Master” certification. Could you please confirm our understanding, or otherwise clarify?	01/02/2018 Your understanding is correct. The ITIL expert certification is sufficient.
21	26/01/2018 21:10	01/02/2018 12:22	KPIs	With reference to section “8.List of Key Performance Indicators” of “EN-Technical Annex 4 Draft SLA” the KPI with Code/Identifier “GO-03” mentions “ECDC Satisfaction Scores by the process and contractor managers listed in tender specifications 2.5.1.” However, the section 2.5.1 is missing. Could you please clarify which section are you referring to?	01/02/2018 You are right that the reference is wrong, as the list of contract managers is now in the document “EN-Technical Annex 4 Draft SLA” under chapter 3 “Interfaces, roles and responsibilities” So from these contract managers a monthly simple satisfaction feedback need to be collected.

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22	26/01/2018 21:09	01/02/2018 12:23	Clarification on Profiles	<p>With reference to Technical Annex 3 – Consultancy Profiles, there are descriptions for the profiles of Front Office System Administrator, IT service manager and Audio visual technician.</p> <p>However, in section “2.2.5.1 Requirements concerning the profiles” of the procurement document “EN-Tender Specifications_9196_IT_Infrastructure services”, Profiles required (code) are declared as FrontOffice administrator, Service Level Manager and AV support technician.</p> <p>Our understanding is that the profiles described in Technical Annex 3 correspond to the profiles of “EN-Tender Specifications_9196_IT_Infrastructure services” as below: Front Office System Administrator = FrontOffice administrator, IT service manager=Service Level Manager and Audio visual technician=AV support technician. Please, confirm our understanding, or otherwise clarify.</p>	<p>01/02/2018</p> <p>Indeed your understanding is correct and Front Office System Administrator is equal to FrontOffice administrator, IT service manager equal to Service Level Manager and the Audio visual technician equal to the AV support technician.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
23	26/01/2018 21:10	01/02/2018 13:01	Standby services	<p>With reference to “2.2.7.3 Standby service” of the “EN-Tender Specifications_9196_IT_Infrastructure services”, it is stated that the contractor and ECDC will agree on the schedule in which weeks the contractor will be responsible to perform standby duty early in advance.</p> <p>Since the hours that will be needed to provide standby services is different (e.g. 24 hours on weekends and holidays) and in order to be possible for us to calculate the cost for this service, could you please clarify the percentage of the Contractor’s standby 42 weeks that will be performed during outside office hours, weekends and holidays?</p>	<p>01/02/2018</p> <p>The standby duty service is always performed in full calendar weeks. As mentioned under 2.2.7.1 ECDC had during 2017, 242 working days and the regular service hours are from 08:00 to 18:00 as a standard distribution. So 42 stand-by-duty weeks out of 52, can expected to be assigned to the future contractor.</p>
24	26/01/2018 21:06	05/02/2018 14:57	Question 1	<p>With reference to Section “3.2.1. Legal Capacity” of the Tender Specifications, the Tenderer shall provide a duly filled in and signed Legal Entity Form (Annex VIII) accompanied by the documents requested therein. In case of a joint tender that envisages subcontracting, could you please clarify whether this documentation shall be provided by all members of the Consortium, as well as the subcontractors?</p>	<p>05/02/2018</p> <p>All the members of the Consortium should provide Legal Entity form, as they will be jointly liable for the tender. Legal Entity form is not required for the subcontractors.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
25	26/01/2018 21:08	05/02/2018 14:58	Subcontractors	With reference to Section "1.5. Subcontracting", it is our understanding that in case that subcontracting is envisaged, the only document that shall be submitted is a statement of the Tenderer indicating which parts of the work will be subcontracted. More specifically, no statement on the part of the subcontractor, stating its intention to collaborate with the Tenderer, must be submitted. Could you please confirm our understanding, or otherwise clarify?	05/02/2018 If the tenderer relies on the subcontractors to fulfil the selection criteria, these subcontractors must provide a statement declaring their undertaking to collaborate with the tenderer in case of award, and the resources that they will put at the tenderers disposal for the performance of the contract.

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#	Submission date	Publication date	Question subject	Question	Answer
26	26/01/2018 21:07	05/02/2018 14:58	Other entities providing support to the tenderer	With reference to Section "3.2. Selection Criteria". Could you please clarify whether relying on the capacities of an affiliated company (mother/sister company) for the fulfilment the selection criteria is permitted by the Contracting Authority? If yes, we understand that a statement on the part of the mother/ sister company, stating that it will make available the necessary resources to the Tenderer, is sufficient. Could you please confirm our understanding or otherwise clarify?	05/02/2018 Should any affiliated company be providing capacity to the tenderer to fulfil the selection criteria, they should be part of the joint tender either as consortium members or subcontractors. These entities must provide a statement declaring their undertaking to collaborate with the tenderer in case of award, and the resources that they will put at the tenderers disposal for the performance of the contract. If the tenderer relies on the capacity of a third party for economic and financial capacity, the contracting authority may require the third party to be jointly liable for the performance of the contract.

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#	Submission date	Publication date	Question subject	Question	Answer
27	26/01/2018 21:12	05/02/2018 14:59	SLA completion	<p>The Tenderer is required to provide a document presenting the tenderer's proposal for a Service Level Agreement (SLA) to be used during the execution of the FWC. This SLA document shall at least cover the following points as listed below:</p> <ul style="list-style-type: none"> • Definitions from the SLA template Technical Annex 4; • Additional definitions and details the tenderer would like to propose • All mandatory key performance indicators need to be included. • For the recommended key performance indicators, the tenderer might propose derivations • Additional Key performance indicators the tenderer would like to propose <p>Our understanding is that, according to the points listed, the Tenderer must provide a document that is based on Annex 4 and composes of the following chapters</p> <ul style="list-style-type: none"> • 1,2,4,5,6,7 without ANY modification • Chapter 3 should filled in only with the names and contacts of the responsible persons for the roles described • Chapter 8 consisting of the provided tables with the given mandatory and the recommended 	<p>05/02/2018</p> <p>Indeed chapter 1,2,4,5,6,7 of the draft SLA should be used without ANY modification. Indeed Chapter 3 should filled in only with the names and contacts of the responsible persons for the roles described.</p> <p>Chapter 8 consisting of the provided tables with the given mandatory and the recommended KPIs. In this table the Tenderer shall review and amend/modify/improve the recommended Indicators (replying within the cells of the table). The mandatory KPIs should not be altered. Apart from the above additional information can be provided optional e.g. the contractor may proposed KPIs on his own in chapter 8. This additional KPI will be reflected positively in the evaluation with max 20 points, see "4.2.Technical Evaluation".</p> <p>If a Tenderer provides only the mandatory KPIs (without improvements), at least 60% of the max. points for this criterion will be awarded .</p>

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				<p>mandatory and the recommended KPIs. In this table the Tenderer shall review and amend/modify/improve the recommended Indicators (replying within the cells of the table). The mandatory KPIs should not be altered. Apart from the above no additional information should be provided.</p> <ul style="list-style-type: none"> • An additional Chapter including other performance indicators, which, according to the “4.2.Technical Evaluation”, will be evaluated with max 20 points. The additional KPIs should also be presented in a tabular format similar to Chapter 8. Could you please confirm our understanding or otherwise clarify? Also, could you please clarify whether derivations in the recommended by the ECDC KPIs, are a prerequisite in order to obtain full points or is the Tenderer’s decision if derivations will be proposed? More specifically, if a Tenderer fully accepts the KPIs which are recommended by ECDC and does not provide any modification/derivation, will he be awarded with the maximum points – if not, how many points he will achieve? 	

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#	Submission date	Publication date	Question subject	Question	Answer
28	02/02/2018 15:35	05/02/2018 19:38	Tender Specifications, section 3.2.3: Selection / Technical and professional capacity / Description of the tenderer's activity	There is a limit of 3 pages for the description of the tenderer's activity. In the case of a consortium, does it apply for the tenderer as a whole or for each member of the consortium?	05/02/2018 The limit of 3 pages should be applied regardless if single economic operator or consortium.
29	02/02/2018 15:43	05/02/2018 19:38	Tender Specifications, section 3.2.3: Selection / Technical and professional capacity / roadmap for the implementation of the security controls	There is a limit of 3 pages for the description of the roadmap for the implementation of the security controls. In the case we have multiple off-site locations, does the limit apply for all the sites all together (i.e. 3 pages in total) or to each site (i.e. max 3 pages per site)?	05/02/2018 The page limit of 3 pages should be applied regardless if you have a single or multiple off-side locations.
30	02/02/2018 15:49	05/02/2018 19:39	Tender Specifications, section 3.2.3: Selection / Technical and professional capacity / References	The tenderer must submit proof of 3 relevant references to projects. Do you mean at least 3? And at most, say, 5?	05/02/2018 The tenderer should submit the most relevant 3 references only.

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31	02/02/2018 20:06	05/02/2018 19:39	Page Limits	<p>With reference to section “3.2.3. Technical and Professional Capacity” of the Tender Specifications, in order to pass the selection phase, Tenderers need to submit as evidence “A description of the tenderer's professional activity (maximum of 3 A4-pages, font Times New Roman, size 12) including activities with regard to the scope of this call for tender.”</p> <p>Our understanding is that, in case of a joint tender with several entities involved, the page limit of 3 A4-pages applies to each consortium member's description separately and not to the Consortium's descriptive document as a whole. Could you please confirm our understanding?</p> <p>The same question applies also to the document that needs to be provided related to the “Roadmap for the implementation of the security controls after signature of the relevant specific contract”</p>	<p>05/02/2018</p> <p>The limit of 3 pages should be applied regardless if single economic operator or consortium.</p>

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32	02/02/2018 20:07	05/02/2018 19:40	System Monitoring Tool	With reference to content “8. List of Key performance indicators: Indicators for the work area ICT Backoffice” of the Technical Annex 4 Draft SLA, a “System center monitoring tool” is indicated as a measurement method / procedure for the indicators BO-05, BO-06, BO-07, BO-08, BO-09. Could you please clarify if the abovementioned measurement method refers to the System Center Operations Manager (SCOM) tool of Microsoft? If not could you please specify which is the monitoring tool which shall be used?	05/02/2018 Your understanding is correct. ECDC is using already the Microsoft System Center Operations Manager (SCOM) and this should be configured to provide the required monitoring.
33	02/02/2018 20:08	05/02/2018 19:40	Security requirements	With reference to section “2.2.6.2 Minimum security measures by Contractor” of the Tender Specifications, it is stated that “Each member of contractor’s staff that will work on ECDC systems will sign a Declaration on confidentiality and security requirements (Annex VI of the framework contract)” . However, the Annex VI of the framework contract is Certificate of conformity, not Declaration on confidentiality and security requirements. Could you please clarify which Annex do you refer to?	05/02/2018 You are right, the correct reference is that each member of contractor’s staff will need to sign the “Annex VIII – Declaration on confidentiality and interests”.

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#	Submission date	Publication date	Question subject	Question	Answer
34	02/02/2018 20:08	05/02/2018 19:41	standby	<p>With reference to section “2.2.7.3 Standby service” of the Tender Specifications, it is stated that “During outside office hours (between 18:00 CET and 8:00 CET), weekends (Friday 18:00 CET until Monday 8:00 CET) and ECDC holidays (24 hours) the standby consultant will be provided with a phone and laptop and should be available to perform work as requested by ECDC. While on standby duty, the consultant should always be available on phone and SMS and should check on the weekend twice a day (in the morning and in the afternoon) for service requests via email or the Service Portal.”</p> <p>a. Please, clarify who will be responsible for monitoring during the Standby Services.</p> <p>b. Who will be responsible for identifying potential issues and notify the standby consultants to intervene if required?</p>	<p>05/02/2018 ECDC has a monitoring system in place that will send SMS alerts in case of system failure. The standby duty consultant should react on these. On addition she/he should check on the weekend twice a day (in the morning and in the afternoon) for service requests via email or the Service Portal and in case of urgent inquires react to these. The consultant will always have the option to reach an ECDC contract manager to double check if and what kind of action is required.</p>

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
35	02/02/2018 20:07	05/02/2018 19:42	Project references	With reference to section "3.2.3. Technical and Professional Capacity" of the Tender Specifications, in order to pass the selection phase, Tenderers need to submit as evidence "Proof of 3 relevant references to projects with a short description detailing the Methodologies/tools/operating systems/hardware/software involved (maximum of 1 A4-pages, font Times New Roman, size 12) with annex of signed reference letter by client." We understand that Tenderers are requested to provide at least 3 references. Additional references may be proposed by Tenderers in order to demonstrate their capacity in the field of the contract. Please confirm that our understanding is correct.	05/02/2018 The tenderer should submit the most relevant 3 references only.
36	02/02/2018 20:08	05/02/2018 19:42	Training	With reference to section "2.2.4.1 Frontoffice incl. Service desk and Audio Visual" of the Tender Specifications, it is stated that "The provider will be in charge of maintaining the Service desk tool and management suite. For new consultants and IT induction training should be done." Please, let us know if we have to train also ECDC staff.	05/02/2018 All existing ECDC staff is well trained in the usage of the tool. ECDC IT infrastructure has a low turnover of staff, but in the seldom and unlikely case of a new staff member joining, a training might be required.

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#	Submission date	Publication date	Question subject	Question	Answer
37	02/02/2018 20:09	05/02/2018 19:43	call registration	<p>The specifications state that "The contractor has to provide a telephone number for ECDC users to call to register requests and incidents."</p> <p>Could you please clarify:</p> <p>a. What is your current tool used for call reception and tracking for incidents?</p> <p>b. Is it an option for the new contractor to use the same system/telephone number?</p>	<p>05/02/2018 ECDC is using currently Callmanager as phone system, but has no implementation for incident monitor. As the provider will be on a remote location, a separate system for call reception will be required.</p>

Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
38	02/02/2018 20:10	06/02/2018 11:16	Job rotations	<p>In the SLA, HR-03 KPI you define that “Seating places in ECDC for the provider should be used with a good level of rotation of inside/offside work. From the 5 seats we expect rotation of 4 of them on 14 days cycle” and the target set is “Minimum 7 seat rotations per month”</p> <p>a. Could you please clarify the requirement?</p> <p>b. Do you mean that every 14 days the Contractor will have to make a rotation of at least 4 of the 5 persons that will be onsite?</p> <p>c. If this is the case, that leads to at least 8 rotations per month, therefore the target of 7 seat rotations does not appear logical. Please clarify</p> <p>d. Is the 14 days cycle for doing rotations mandatory?</p> <p>e. By 14 days we assume you mean 2 weeks. Please confirm</p>	<p>06/02/2018 indeed on a 14 days = 2 weeks basis we expect that at least 4 of 5 onsite consultants will be exchanged. This would lead to 8 exchanges per month. To give same level of freedom for “force major” situations the KPI is one less, so minimum 7 exchanges per month.</p>
39	02/02/2018 20:09	06/02/2018 11:17	Onsite work	<p>a. Could you please clarify whether the scope of this call for tenders includes the need for onsite intervention in the data centre/infrastructure hosted by ECDC?</p> <p>b. If yes, a. under which activity and profile this need is defined? b. What would be the exact possible scope of such an intervention?</p>	<p>06/02/2018 Part of the ICT BackOffice services activity (Work area 2) the profile Server Administrator might in some cases perform hardware management: installation and (hardware) troubleshooting of server equipment.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
40	02/02/2018 20:09	06/02/2018 11:19	Business Support services scope	<p>a. Could you please clarify whether business/application support (e.g. "how to" questions, assistance with regards to business/functionalities of ECDC bespoke applications etc) is in scope of this call for tenders?</p> <p>b. If yes, can you please clarify which are the applications for which the contractor will have to provide business support? Which profile should be involved in such service?</p> <p>c. Are business support services for all "bespoke applications" as described in section 2.2.2.1 of the specifications in scope of this contract or they are delivered by the development/maintenance contractor who provided these applications?</p> <p>d. In case that you require business support for all developed/business applications of ECDC, can you please clarify why the knowledge and expertise with the respective technologies of these applications (e.g. .NET, Sharepoint, ARC GIS and DRUPAL) are not requested in the respective profile descriptions?</p>	<p>06/02/2018 Business and application support services will be provided by other parties than the future contractor (see section 2.1 of the tender specifications). Only to limited extent the Frontoffice team might answer questions on business support or on simple application support tasks like user creation or access right assignment. The server and system administrators will need technology knowledge for the administration of systems and thus will need knowledge of the mentioned technology.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
41	07/02/2018 15:27	07/02/2018 18:36	Service Level Agreement KPI HR-03	Regarding the recommended rotation of seating at the ECDC, will this be expected to apply to management and coordination profiles as well as operational profiles?	07/02/2018 The rotation of seats would depend on the composition of the service delivery team and the level of redundancy the provider has in the profiles. ECDC has no particular expectation on the profile rotation. The main intention is that naturally some services require local presence and all the providers staff should get a good insight in ECDC's organisation and local environment.
42	07/02/2018 15:24	07/02/2018 18:37	Information Security Management System (ISMS)	On p.32 of the ToR it is stated that: 'The contractor shall have a defined and documented information security management system (ISMS) including an information security policy and procedures in place, which shall be presented in the tender, approved by ECDC and communicated to relevant contractor personnel.' May we confirm the following: Q: Do we have to submit this ISMS with our bid? Q: Can this document be presented in an Annex, or must it be presented within the page limits of the mandatory sections (i.e. 30 page limit of the Service Delivery Plan)	07/02/2018 Indeed the ISMS should be submitted as part as the evidence for Technical and professional capacity under "description of the roadmap for the implementation of the security controls after signature of the relevant specific contract (page 46 of the Tender Specifications)". The ISMS can be an annex to this description.

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#	Submission date	Publication date	Question subject	Question	Answer
43	07/02/2018 15:21	07/02/2018 18:38	Distribution of points on Service Delivery Plan during Technical Evaluation	<p>Regarding the Technical Evaluation of the Service Delivery Plan, are the 110 points for 'Adequacy, completeness and relevance' awarded:</p> <p>1. Based on the global evaluation of the entire Service Delivery Plan?</p> <p>Or</p> <p>2. Will these points be awarded on more specific sections (i.e. mandatory sections on Service Management and Service Strategy)?</p>	<p>07/02/2018 The attribution of the 110 points for the "Adequacy, completeness and relevance of the proposed IT infrastructure services management approach" will be globally assessed against the listed areas in section 4.1, which are in detail explained in the technical specifications.</p>
44	26/01/2018 16:41	07/02/2018 19:23	Missing answer to Question 1 in N°11	<p>Technical and Professional Capacity. See TS, §3.2.3, p.46. Question 1. How many 'sample CVs' need to be included for each of the defined profiles in our offer? Please advise.</p>	<p>07/02/2018 Regarding the CV, at least the CVs of the initial proposed team as per Section 4.1., page 47 of the Tender Specifications, should be presented. So the minimum number of CVs would depend on your initial proposed team.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
45	08/02/2018 10:51	09/02/2018 10:57	Technical annex 4	Is the correct target for KPI Go-02 the "≥ 1 per 3 months", as it is described in the relevant definition / description? For KPI HR-02, is the measurement method the sum of the number of seats used per day during the month/ number of seats times number of working days during the month?	<p>09/02/2018</p> <p>Indeed for Go-02 "the team is supposed to come up with at least one service improvement proposal per 3 month", so the KPI target is to submit a new proposal within the threshold "≥ 3 / month".</p> <p>For HR-02 indeed the onsite presence will be measured. Some services tasks require on site presence and the offered seats should be used to 90%.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
46	07/02/2018 17:31	09/02/2018 11:11	ISMS and roadmap for implementation of security controls	<p>P.32 of the Tender states that "The contractor shall have a defined and documented information security management system (ISMS) including an information security policy and procedures in place, which shall be presented in the tender,".</p> <p>However, P.46 of the Tender Specifications requests that bidders provide a 'A description of the roadmap for the implementation of the security controls after signature of the relevant specific contract (maximum 3 pages).'</p> <p>Can we confirm if these are the same or different documents?</p> <p>If different documents, do you have a specified length in mind for the ISMS?</p>	<p>09/02/2018 As mentioned in question #42: Indeed the ISMS should be submitted as part as the evidence for Technical and professional capacity under "description of the roadmap for the implementation of the security controls after signature of the relevant specific contract (page 46 of the Tender Specifications)". The ISMS can be an annex to this description and thus has no limit in the length of the description.</p>
47	08/02/2018 11:44	09/02/2018 13:52	Technical landscape - tools	<p>Is SCOM the only System Management tool that is currently used at the Agency?</p>	<p>09/02/2018 SCOM is the main tool for System monitoring. On addition we use Paessler in the networks area (and thus outside the scope of this tender). For Client management Ivanti is used (see 2.2.2.4) and for SQL monitoring the tool Spotlight.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
48	08/02/2018 16:44	09/02/2018 14:30	Rotation on intra-muros seats	<p>In answer 41, you wrote "The main intention is that (...) all the providers staff (...)". But in the Tender specification (2.2.7.4): "so that different members of the contractor's personnel".</p> <p>Should the rotation include all consultants or just different consultant (but not necessarily all)? Thank you.</p>	<p>09/02/2018 Ideally we see all consultants here once in a while, but practically the positions required for local Frontoffice and AV support will be mostly required onsite and consequently these will be mostly the positions with the rotation of the on-site seats.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
49	09/02/2018 13:39	09/02/2018 14:35	Technical and Professional Capacity	<p>In section 3.2.3 (Technical and Professional Capacity) of the Tender Specifications, it is requested that the Tenderers submit "A description of the tenderer's professional activity (maximum of 3 A4-pages, font Times New Roman, size 12) including activities with regard to the scope of this call for tender. Proof of 3 relevant references to projects with a short description detailing the Methodologies/tools/operating systems/hardware/software involved (maximum of 1 A4-pages, font Times New Roman, size 12) with annex of signed reference letter by client."</p> <p>We understand that the description of the Tenderer's professional activity and the project references are submitted as separate documents. Furthermore, we understand that the document describing the business activities of the Tenderer should be up to 3 pages long, and that each project reference description should be up to 1 page long. Please confirm or clarify.</p>	<p>09/02/2018 Your assumption is fully correct. The description of the tenderer's professional activity should be 3 pages long and on addition you should provide 3 reference on 1 page each.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
50	07/02/2018 13:50	09/02/2018 15:56	Subcontracting	In the event a tenderer (main contractor) intends working with one (or more) subcontractor(s) for the delivery of the services to ECDC, can you please confirm that the tenderer then has also to submit in the tenderer's proposal for each subcontractor, its: 'Declaration on Honour', 'LOI to Collaborate', 'Simplified Financial Statement' and the 'P&L Statement'?	09/02/2018 From the list of documents mentioned, you can provide for each subcontractor the 'LOI to Collaborate' which we understand as abbreviation for Letter of Intent to Collaborate. Regarding the involvement of subcontractors in the proposal, please also refer to the answers to Questions 25 and 26 for a more detailed description of the tender requirements applicable to subcontractors.
51	11/02/2018 19:58	13/02/2018 14:33	Printservices	ECDC says it have some Printer MFP, Should the contractor cover hardware and maintenance of those as well?	13/02/2018 The contractor should NOT cover hardware and maintenance for the MFDs. That will be provided by the printer supplier.
52	13/02/2018 07:29	13/02/2018 14:34	KPIs defined in EN-Technical Annex 4 Draft SLA	Are all the KPIs described in Chapter 8 measurable with existing ITSM tools?	13/02/2018 Many KPIs, especially in the area of incident and request management, can be measured with the ITSM. Some measurements need to be done with different tools e.g. the system availability BO05-09 is measured with SCOM and the target for call answering IN-01 will need to be measured with the supplier telephone system.

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#	Submission date	Publication date	Question subject	Question	Answer
53	11/02/2018 19:52	13/02/2018 15:08	Available seats and rotation requirement	<p>In 2.2.7.4 (tender specification) on site and off site work ECDC state that will be 4+1 seat however not guaranteed. And ECDC also want it to be rotated among those available seat.</p> <p>Question 1: In what interval (minimum and maximum) of seats will be available that you require considerable part need to be fulfilled?</p> <p>Question 2: in Answer #41 ECDC states the rotation request is depended of the composition of the SDP team and some services may need rotation. And in answer #38 ECDC states its "expect that at least 4 of 5 onsite consultants will be exchanged. This would lead to 8 exchanges per month. To give same level of freedom for "force major" situations the KPI is one less, so minimum 7 exchanges per month."</p> <p>Can you clarify the requirement of the rotation(specific roles, number of people, if not all need rotation), as it seems that those answer conflict in what is stated in the KPI and section 2.2.7.4?</p>	<p>13/02/2018 ECDC is currently moving to new premises and expect that 5 seats will be available for the suppliers onsite consultants. This will be important to perform some local services e.g. end user proximity support or meeting support. We would like also all consultant to come on site once in a while to understand and get knowledge on ECDC on site situation. Thus there is KPI HR-03 for the seat rotation: "Seating places in ECDC for the provider should be used with a good level of rotation of inside/offside work. From the 5 seats we expect rotation of 4 of them on 14 days cycle. Page 10 of the draft SLA). How the rotation would be organised depends on the proposed team, so that cannot be further defined at the moment.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
54	05/02/2018 09:23	13/02/2018 15:09	Where to include the CVs	According to the answer to question 11, the team is to be described in the Service Delivery Plan. Should the CVs be included in the 'Technical and professional capacity' section (as specified in section 3.2.3) or in the technical proposal (in an annex to the SDP as mentioned in the answer to question 11)?	13/02/2018 Sample CVs for each profile will be required for the technical and professional capacity. For the SDP the actual team and their CVs need to be submitted.
55	11/02/2018 19:53	13/02/2018 15:09	test activites	In KPI BO13(many is called the same) Every completed test must have a test report. Question 1: Can you clarify what you expect the contractor to test or is it right to understand it's covered by 2.2.3.3 p16 , 2.2.3.5 p17 and 2.2.3.8 p19 ?	13/02/2018 Indeed the testing activities are described in 2.2.3.8 of the tender specifications.

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#	Submission date	Publication date	Question subject	Question	Answer
56	11/02/2018 19:56	13/02/2018 15:10	Application management	<p>BO13 (recommended)There should be no bugs found in production related to integration that were not detected during testing phase.</p> <p>Question 1: Can you clarify what application you expect the contract to guarantee full application lifecycle management on. For example to you expect application that is coded by 3d party vendor(Many if not all client applications) that the contract application management services should cover, can you provide application list of what is covered today under the application management services.</p>	<p>13/02/2018 Please note that the testing covers only integration testing and not full functional (business) testing. Its only a small part of the Backoffice work (see page 31). Information about the ECDC systems can be found under 2.2.2.1 and 2.2.4.2.</p>
57	12/02/2018 16:51	13/02/2018 15:10	ISMS	Referring to the Tender questions 42 and 46, if the ISMS is ISO/IEC 27001:2013 certified, do we still need to include it in the proposal, or is a copy of the certificate sufficient?	<p>13/02/2018 A copy of the ISO/IEC 27001:2013 certificate is sufficient.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
58	12/02/2018 13:39	13/02/2018 17:19	Evidence	<p>under "Evidence required" page 45 section "individual" Provide extracts from any available documents (e.g. income tax returns) as evidence on their average income for the last three financial years amounting to at least € 4.000.0000 which satisfy the requirements under the Simplified Financial Statement.</p> <p>Is it correct to understand it is a typo and you mean it should be € 4.000.000 instead of € 4.000.0000</p>	<p>13/02/2018 Your understanding is correct. There is a typo indeed and it should read EUR 4.000.000 (four million).</p>

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#	Submission date	Publication date	Question subject	Question	Answer
59	09/02/2018 13:41	14/02/2018 10:35	Electronic submission modalities – Declaration on honour	<p>Tender specifications, par. 3.1 Exclusion criteria: “All tenderers shall provide a declaration on their honour (see Annex III), duly signed and dated by an authorised representative of the tenderer....” and Tender specifications, par. 3.2 Selection criteria: “All tenderers shall provide the declaration on their honour (see Annex III), duly signed and dated by an authorised representative of the tenderer...”.</p> <p>To our understanding the “Annex III - Declaration on honour on exclusion criteria and selection criteria”, should be uploaded only once, in the field for the “Declaration on honour” of each concerned entity of the e-Submission application (under “Parties”, “Identification of the tenderer”, “Required fields”, “Declaration on honour”). Please confirm or else provide instructions.</p>	<p>14/02/2018 Yes your understanding is correct.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
60	09/02/2018 13:42	14/02/2018 10:36	Documents to be sent by post	<p>Annex VII - e-Submission application guide par. 1.2. Documents to be signed and dated while creating your Tender:</p> <p>“You must send by post all the original documents that were signed by hand immediately after the electronic submission of your Tender”</p> <p>and</p> <p>Annex VI – Tender Submission Checklist</p> <p>To our understanding only the following hand-signed originals have to be sent by post after tender submission:</p> <ul style="list-style-type: none"> - The signed tender preparation report from the e-Submission application, and - The Declaration on honour on exclusion criteria and selection criteria. <p>The rest of the signed documents have to be available for dispatching to the ECDC at any time during the evaluation period. Please confirm.</p>	<p>14/02/2018</p> <p>Yes your understanding is correct.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
61	09/02/2018 13:42	14/02/2018 10:37	Electronic submission modalities – Other documents	<p>Annex VI – Tender Submission Checklist:</p> <ul style="list-style-type: none"> - “The duly completed Authorised Signatory Form...” - “The duly completed, signed and dated Financial Identification Form...” - “In the case of consortia, a consortium agreement and any other documents...” - “ This tender submission checklist, completed, signed and dated...” <p>To our understanding, all the above documents should be uploaded in the field for “Other documents” of the group leader of the e-Submission application (under “Parties”, “Identification of the tenderer”, “Attachments”, “Other documents”). Please confirm or else provide instructions.</p>	<p>14/02/2018 Yes your understanding is correct.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
62	09/02/2018 13:41	14/02/2018 10:38	Electronic submission modalities – Technical and professional capacity documents	Tender specifications, par. 1.4 Participation of consortia: “Concerning the selection criteria, the evidence provided by each member of the consortium will be checked to ensure that the consortium as a whole fulfils the criteria.” To our understanding, the documentary evidences concerning the technical and professional capacity selection criteria should be uploaded in the field for the “Technical and Professional Capacity” of the group leader of the e-Submission application (under “Parties”, “Identification of the tenderer”, “Attachments”, “Technical and professional capacity”). Please confirm or else provide instructions.	14/02/2018 Yes your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
63	09/02/2018 17:00	14/02/2018 10:45	Signed technical and financial proposals	<p>Annex VI – Tender Submission Checklist: “You should also ensure that: Both the technical and financial proposals of the tender are signed by the tenderer or his duly authorised representative”.</p> <p>To our understanding the submission of the signed “Tender Preparation Report” and the signed “Annex II – Financial Proposal Form” suffice to fulfill the requirement for signed technical and financial proposals. Please confirm.</p>	<p>14/02/2018 The technical proposal as specified in the Tender Specifications (see 4.1) shall also be signed, with for example a signed cover letter (which will then not count in the limit of 30 pages).</p> <p>Your understanding regarding the financial proposal is correct.</p>
64	08/02/2018 11:46	14/02/2018 11:37	Data protection agreement	Can you share with us the Annex IX - Data protection agreement which is not provided with the tender dossier?	<p>14/02/2018 The data protection agreement is part of the draft framework contract, page 58.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
65	13/02/2018 17:22	15/02/2018 10:38	Takeover report	<p>With reference to Tender Specifications section 2.2.8.1 "Takeover phase of the existing services", in page 37 it is mentioned that "... takeover report ... shall be delivered ten (10) working days before the end of the takeover period, at the latest".</p> <p>Within the same section, it is mentioned that "A final report will be delivered not later than five (5) days before the end of the takeover phase for acceptance of the takeover".</p> <p>Do both of these sentences refer to the same takeover report? If yes, then it appears that the second sentence is a clerical error. If not, then what are the contents of the final report and do the 10 days review by ECDC and the 2 days for the contractor to update still apply?</p>	<p>15/02/2018 Your assumption is correct that indeed this refers to the same takeover report and the second deadline is a clerical mistake and rather the final report will need to be provided (10) working days before the end of the takeover period.</p>
66	14/02/2018 20:14	15/02/2018 11:06	ITIL Foundation Certifications	<p>According to the Tender Specifications (page 13) "1. All contractor's consultants working for ECDC need to have at minimum an ITIL foundation certification."</p> <p>Please clarify whether the consultants must be in the possession of the required ITIL Certification: (i) at the time of submitting the tender, or (ii) at the time the Framework Contract enters into force.</p>	<p>15/02/2018 This question is answered already in question #9. Question9</p>

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#	Submission date	Publication date	Question subject	Question	Answer
67	08/02/2018 11:05	15/02/2018 11:07	Subcontracting	Is a Letter of Intent sufficient at this stage for the freelancers that will be proposed as part of the team?	15/02/2018 Yes, a Letter of Intent is sufficient at this stage from freelancers.
68	09/02/2018 13:40	15/02/2018 11:07	Freelancer	In your response to the Question 25, it is stated that "If the tenderer relies on the subcontractors to fulfil the selection criteria, these subcontractors must provide a statement declaring their undertaking to collaborate with the tenderer in case of award, and the resources that they will put at the tenderers disposal for the performance of the contract". In section 3.2.2 of the Tender Specifications it is stated: "In the case of a consortium submitting a tender, or in cases of subcontracting (if the tenderer relies on the capacities of subcontractor(s) to fulfil economic and financial requirement), the Simplified Financial Statement must be included in the tender for all consortium partners and subcontractors." Our understanding is that in the case of freelancers, only a statement declaring their intention to collaborate with the tenderer in case of award is required. Please confirm or clarify.	15/02/2018 Yes, your understanding is correct, a Letter of Intent is sufficient at this stage from freelancers.

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#	Submission date	Publication date	Question subject	Question	Answer
69	08/02/2018 11:46	15/02/2018 11:08	Annual workload	<p>Can you provide any rough estimation of the expected estimated annual workload?</p> <p>Can you provide us with historical data on the average resolution time for tickets in the 1st and 2nd/3rd levels?</p>	<p>15/02/2018 ECDC will not give additional information on addition to 2.2.3.3 on the number of changes to handle, the work description in 2.2.4.1 and 2.2.4.2 on the work including the incident and requests number and the work estimates in 2.2.5.5. The average resolution times is varying over the period, so the average will not give any valuable information.</p>
70	15/02/2018 12:16	19/02/2018 11:17	Current Hosting-services	<p>Does ECDC deliver the services with internal resources or external suppliers beside those stated on page 13?</p> <p>Are the servers ECDC`s assets owned by ECDC?</p> <p>Are ECDC willing to move servers to external partners datacenters?</p>	<p>19/02/2018 On 2.1 we give an overview how ECDC IT service internally is organised and about of the other contracts ECDC has in place. In 2.2. we describe the overview of the services in scope and out of scope. The ones in scope are described in detail under 2.2.1 -2.2.4.2. ECDC has already a mix of internal and external datacenters, but this not in scope of this call for tender.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
71	15/02/2018 12:22	19/02/2018 11:17	Support system.	<p>Does ECDC allow Contractor to use it own ITIL support management system ?</p> <p>The support system to comply with some KPI require report in a ITIL support system. if contractor is not allowed to use it own ITIL support system will ECDC create the the report in IVANTI or should the contractor in the takeover phase count for the learning of the management of the IVANTI system or can it be migrated to other?</p>	<p>19/02/2018 Please read on page 15 under 2.2.2.4: "The contractor will be responsible to maintain and update the system, create, run or update the necessary reports, adjust the process implementation when necessary." For business continuity ECDC would like to use its own Service management tool. A migration to another tool is theoretically possible, but given that we already several processes in the service desk tool implemented, a migration would create additional costs.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
72	15/02/2018 17:21	19/02/2018 11:18	Advice to Data Controller	<p>Dear Procurement Team,</p> <p>Under section “2.2.3.4 Service level management” one of the listed activities under “Service Level Management Activities” reads as follows: “Advising on Data Controller compliance”</p> <p>Please can you clarify the following: 1. Is the Data Controller within the meaning of Regulation No 45/2001? 2. If the answer to (1) is negative, is the Data Controller within the meaning of the GDPR? 3. If the answer to (1) is affirmative, can we confirm that this role will not constitute providing legal advisory but rather practical compliance?</p> <p>Many thanks for your clarification,</p> <p>Kind regards</p>	<p>19/02/2018</p> <p>Currently we operate under compliance with No 45/2001 and in the future with the GDPR. In practise the activity in service management is at the stage of the service requirement collection, to remind and support the business owner on the needs for a data protection notification. Usually the business owner require for the data protection notification some information of security controls for their respective application.</p>

Call for tenders questions summary

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73	15/02/2018 17:23	22/02/2018 19:13	Use of MS SCOM tool	In view of the Q&A number 32, will the ECDC allow the Contractor to use remotely (via a VPN) the System Center Operations Manager (SCOM) tool of Microsoft so that IT infrastructure monitoring can be carried out remotely?	22/02/2018 The future supplier will have VPN access and will be able to manage SCOM remotely (via VPN). Usually we would expect that the SCOM server and infrastructure would run at ECDC. The option to run the SCOM servers and infrastructure on your premises should not create any additional costs for ECDC.
74	16/02/2018 18:47	22/02/2018 19:14	Handover	With reference to section "4.2 Technical evaluation" of the Tender Specifications, the tenderer's proposal for a handover will be evaluated taking into account also the "appropriateness of the working environments to be set-up". Our understanding is that with the term "working environments" you mean that we need to provide information regarding the way the proposed handover team / organisation is structured in order to handover all specific activities to ECDC and/or next service provider. Could you please confirm that our understanding is correct or clarify if not?	22/02/2018 Your understanding is correct that the tenderer's proposal for a handover "appropriateness of the working environments to be set-up" should provide information regarding the way the proposed handover team / organisation, meetings etc in order to handover all specific activities to ECDC and/or next service provider.

Call for tenders questions summary

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75	18/02/2018 11:19	22/02/2018 19:14	Technical and professional capacity	The evidence consists of 1) the description of the tenderer's professional activity, 2) sample CVs and 3) the description of the roadmap for the implementation of the security controls. Do you expect separate documents for 1 and 3 or sections within a single document?	22/02/2018 We expect that these are different topics and the supplier would provide different document for the description of the tenderer's professional activity and the description of the roadmap for the implementation of the security control.

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