

Call for tenders' details

Title: Telephony Communications Services

Start date: 02/06/2018

Time limit for receipt of tenders: 17/07/2018

Contracting authority: European Union Intellectual Property Office (EUIPO)

Status: Closed

Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	05/06/2018 16:33	11/06/2018 09:22	AMPLIACION EN EL PLAZO DE PRESENTACION DE OFERTAS	Con intención de ofrecer una solución técnica del nivel que esta licitación requiere, solicitamos la ampliación de plazo de entrega.	11/06/2018 The date for the submission of tenders is postponed to the 17/07/2018 13:00 The date for the opening of tenders is postponed to the 19/07/2018 11:00 The tenderers who want to participate to the opening session must inform on the 17/07/2018 latest. A corrigendum will be published in TED in the next few days.
2	12/06/2018 10:31	14/06/2018 11:35	Procurement documents in Spanish	Is there a possibility to have the documents in Spanish?	14/06/2018 EUIPO only has the published version, as English was selected as the vehicular language for all participating agencies.

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3	12/06/2018 09:04	14/06/2018 11:40	Lot A - Mobile services	We need the users profile details (internal, Europe, Europe Unlimited, World, Europe Data pool, World Data pool) and the estimated multi-sim for each agency.	14/06/2018 All known information about volumes and quantities are available in the annexes II of the tender specifications. For evaluation purposes, volumes and quantities to be considered are the ones presented in the financial proposal of the annex V - standard reply form.
4	12/06/2018 09:04	14/06/2018 11:44	LOT A - Mobile services	Regarding the M2M service, the data of the devices will NOT be collected centrally at the EUIPO headquarters in Alicante or are they independant for each agency. If independant, how many are estimated per agency?	14/06/2018 Regarding the M2M service, the data of the devices will NOT be collected centrally at the EUIPO headquarters in Alicante. Each agency will manage their data. All known information about volumes and quantities are available in the annexes II of the tender specifications. For evaluation purposes, volumes and quantities to be considered are the ones presented in the financial proposal of the annex V - standard reply form.

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5	13/06/2018 12:06	14/06/2018 12:24	Administrative documentation	An agreement per each agency is to be signed? The invoicing is made of one invoice to EUIPO or there will be one invoice for each agency in its country?	14/06/2018 - One framework contract will be signed covering all the agencies (EUIPO representing all the agencies) and a posteriori one specific contract with each agency individually - Invoicing is made for each agency individually

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6	11/06/2018 12:29	14/06/2018 12:24	Different technical questions (II) - part I	<p>- About lot A: o Is it requested maintaining the current local numbering (portability)? o Does it imply call and SMS restrictions for some of the profiles and for different environment?</p> <p>4.1.3.2. Mobile Devices Management system (MDM) - Could you specify more on what EUIPO understands with: - "Chain of Custody management of the devices". - Secure mobile telephony operation, including secure calls, email, browsing and instant messaging?</p> <p>4.2.4. Numbering plan The current numbering plan of each Agency shall be maintained as a mandatory requirement. Mobile number portability must be implemented according to the article 30 of the Universal Service Directive (Directive 2002/22/EC of the European Parliament and of the Council of 7 March 2002).</p>	<p>14/06/2018 . See Annex II – technical specifications, point 4.2.4: The current numbering plan of each Agency shall be maintained as a mandatory requirement. . See Annex II – technical specifications, point 4.1.1.1</p> <p>4.1.3.2. Mobile Devices Management system (MDM) - Chain of custody management of the devices. The system must allow to trace the custody of the device in real time, that is to say who uses the device at all times, to be able to identify and discard with total certainty in case of fraudulent use of it (theft, for example). Access to the terminal can be monitored by password, biometric sensor or others. - Secure mobile telephony operations, including secure calls,</p>

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					<p>email, browsing and instant messaging. The MDM system must give the possibility to use encrypting strategies for communications inside the same corporate system.</p> <p>4.2.4. Numbering plan See Annex II – technical specifications, point 4.2.4.</p>

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7	14/06/2018 12:15	14/06/2018 12:24	Different technical questions (II) - part II	<p>4.2.3. Coverage requirements - May we have the plans of the exact localisations to be covered as well as a contact person for measuring in each agency? Are there localisation changes foresee during the contract? Is there an economic envelop foreseen for the changes of localisation or those changes are to be considered free of charge for the agencies?</p> <p>4.4. MIGRATION - It is not clear if after the first month, due to the current contractor, there is a penalty applied to the new contractor even if the latter is not responsible for the delays (no cooperation with portability, etc.).</p> <p>4.8. REPORTING o Could you give more details about business intelligence reporting? o Does the Queris to Call Detail Record concept imply the consultation of the CDRs of the reporting system?</p>	<p>14/06/2018</p> <p>4.2.3. Coverage requirements -The contractor will request any technical information to any agency once the framework contract will be signed. - As indicated in the table annexed to Annex 1, the agency EMA will move from London to Amsterdam in 2019. The agency EBA will move from London to Paris in 2019. Other moves may occur during the life of the framework contract. - As mentioned in Annex II – technical specifications, point 4.2.3, “At the beginning of the contract [...] installation of indoor infrastructure [...] will be free of charge for the Agencies.” This applies to the beginning of the execution of the service provided by the framework contract. If any agency has to repeat this operation due to a move, then the contractor and the agency may have to negotiate the conditions of this new application of point 4.2.3.</p> <p>4.4. MIGRATION According to the conditions expressed in Annex II – technical specifications, point 4.4, “the affected Agency will apply a penalty of 50% of the total invoice to the incoming Contractor.”</p>

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					<p>4.8. REPORTING Agencies request to access a tool that will show in real time the most updated, complete, flexible and detailed service reports. As an example, this tool can be a web based portal. In addition, agencies request to be able to perform their own queries in this system.</p>

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8	11/06/2018 12:30	14/06/2018 15:28	Different technical questions (III)	<p>- About lot B:</p> <ul style="list-style-type: none"> o What is required about call centers that are now in cloud mode with a third party? We need more details about what is now in the cloud because, even if point 5.1.2 requires on premise maintenance, it doesn't mention anything about configuration if only on premises or also in the cloud. Moreover it is indicated that call centers do exist but the current configuration is not detailed, which is needed for evaluating the scope. o Maintenance of current local numbering is required (portability) ? Please confirm as at point 5.2.3 is already mentioned that the numbering must be maintained. <p>5.1.2. Maintenance of the PABXs and terminal devices</p> <ul style="list-style-type: none"> o Could you explain the concept of Any kind of communication switch or server actually used for fixed telephony? o Electronic LAN is included for telephony or is it out of scope? o As the information given in Annex A is not sufficient for the correct evaluation of the maintenance services and necessary updates, could you give a list of hardware and software to be maintained including, 	<p>14/06/2018</p> <ul style="list-style-type: none"> . Lot B requires services to manage call centres (PABX) on premises only. Management of call centres (PABX) in the cloud is the subject of lot C. . See Annex II – technical specifications, point 5.2.3: The current numbering plan of each Agency shall be maintained as a mandatory requirement. <p>5.1.2. Maintenance of the PABXs and terminal devices</p> <ul style="list-style-type: none"> . This concept includes the necessary infrastructure required to provide the services defined in lot B. . This is out of scope. . The tenderers have to build their offer based on the technical data provided in the annexes II. <p>The contractor will request any technical information to any agency once the framework contract will be signed.</p> <ul style="list-style-type: none"> . The tenderers have to build their offer based on the technical data provided in the annexes II. . The contractor will request any technical information to any agency once the framework contract will be signed. . The contractor can propose any alternative solution in case a manufacturer declares the equipment out of support.

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				<p>software to be maintained including, product code, software versions, firmware of the elements, together with the localisation where they are available, the current maintenance responsible and the support level in force?</p> <p>o Or, could you give a contact person and exact localisations of the equipments, of the current maintenance provider for accessing the current configuration of the servers with the aim to extract the necessary data for evaluating the maintenance services?</p> <p>o In case an equipment does not have support for updates because it is obsolete, does EUIPO have any alternative request or may we propose other solutions as far as the users have a similar service?</p>	<p>out of support.</p>

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9	11/06/2018 12:31	14/06/2018 15:37	Different technical questions (IV)	<p>- About lot C:</p> <ul style="list-style-type: none"> o Is it accepted as a type of access to the internet? o Is it requested to maintain the current local numbering (portability) ? <p>6.2.3. Computer and communications security requirements Just for confirmation.</p> <ul style="list-style-type: none"> o As the connectivity to the UCaaS solution is via Internet, the security measures only apply to the UCaaS platform? o As there are no volume data on voice traffic, can we estimate it, based on the traffic volume requested in lot B? 	<p>14/06/2018</p> <ul style="list-style-type: none"> . Yes, see Annex II – technical specifications, point 6.2.2. . See Annex II – technical specifications, point 6.2.5.3: “For numbering migration purposes, as a mandatory requirement for the tenderers, the proposed service must support telephone number portability” <p>6.2.3. Computer and communications security requirements</p> <ul style="list-style-type: none"> . Yes . At this point in time, we cannot give more information that the one provided in Annex II – technical specifications, point 6.2.5.1.

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10	11/06/2018 12:27	15/06/2018 12:25	Different technical questions (I)	<p>- Generic questions:</p> <p>1. Confirm the obligation to answer to complete lots without excluding any country or agency. Can we present a tender for only a subset of agencies and/or countries? Can we present a tender for a subset of items in the services catalog?</p> <p>2. How will the invoicing be: locally in the country or in an international framework</p> <p>3. What happens if, for whatever reason, being the successful tenderer, we cannot give an answer to one agency? Will you exclude us as successful tenderer for the whole procedure?</p> <p>4. Do you request local physical commercial attention per country (where the main seat of an agency is)?</p> <p>5. Do you request local physical after sales attention ¿Se requiere atención presencial postventa local per country (where the main seat of an agency is)?</p> <p>6. a) after reading the documents, voice, data and video traffic limits do not appear b) also the possibility of excluding EUIPO from the regulatory mechanisms established for the abuse in the event of european roaming is offered. c) In case of presentation of a</p>	<p>15/06/2018</p> <p>1. When applying for any lot, the tenderers must present an offer that:</p> <ul style="list-style-type: none"> •that includes all services requested in this lot, and •that will cover all participating agencies for this lot. <p>2. The contractor will invoice separately each agency according to the agency's modality. For instance, EUIPO may use services in Spain, Belgium and Luxembourg. The contractor will send only one invoice to EUIPO headquarters in Alicante, Spain</p> <p>3. The tenderers have to provide offers that must cover all participating agencies' requirements as expressed in the tender specifications, as a whole otherwise that tender will be rejected.</p> <p>Please also refer to General terms and conditions, article 19.1 (c) in this respect.</p> <p>4. Local commercial customer service is not required in each place where an agency has its seat.</p> <p>5. Local after sales service is not required in each place where an agency has its seat. But, please take into account that, for lot A, the tenderer is required to provide the service of local help desk upon request of any agency (see Annex II – technical specifications, point 4.1.3.3).</p>

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				<p>c) In case of presentation of a tender, how can the tenderer be protected from possible abuses in the use of the means of transport of calls and data by the agencies themselves or in cases of security breaches or by fraud of third parties that could make use of the services provided?</p> <p>d) Is there or will there be any mechanism that allows the limitation of disproportionate use of services?</p>	<p>technical specifications, point 4.1.3.3). 6. a) Each profile of lot A defines an amount of data available (see Annex II – technical specifications, point 4.1.1.3). b) See Annex II – technical specifications, point 4.1.1.2. c) The tenderer may propose any technical solution to monitor such cases and inform the relevant agencies. d) The appropriate usage of service is defined by the profiles (See Annex II – technical specifications, point 4.1.1.1 and 4.1.1.3).</p>

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#	Submission date	Publication date	Question subject	Question	Answer
11	25/06/2018 18:05	26/06/2018 12:01	Lot 3: Annex V	<p>In the Technical Evaluation Questionnaire in Annex V for Lot C, reference is made to various points in Annex V which are not to be found in Annex V, specifically:</p> <ul style="list-style-type: none"> - in B.3.1, "Annex V point C.2.4" - in B.4.1, "Annex V point C.3.3.2.1" - in B.4.2, "Annex V point C.3.3.2.2" - in B.4.3, "Annex V point C.3.3.2.3" - in B.4.4, "Annex V point C.3.3.2.4" <p>Please indicate where this information can be found.</p> <p>Some acronyms in the same sections are also unclear, specifically:</p> <ul style="list-style-type: none"> - B.4.1, "TR" and "TS" - B.4.3, "QTH" "Call quality threshold" defined in what terms? - B.4.4, Severity levels "S3" and "S4" <p>Please clarify what these refer to.</p>	<p>26/06/2018 There is a clerical mistake. Instead of "Annex V", you should read "Annex VII (Service Level Agreement)".</p>
12	22/06/2018 17:50	28/06/2018 08:53	Lot 3: Service Profiles	<p>A. On the unlimited bundle option, does this relate to a bundled minutes package or a Class of Service rating which provides no restriction to what the end user can dial?</p> <p>B. As 3 tiers have been defined, can you please clarify the definition of Collaboration Tools?</p>	<p>28/06/2018 A.The unlimited bundle option provides no restriction to what the end user can dial. B.EUIPO requests the tenderers to propose in their Technical Plan how they will structure their service offer (which functionalities at which level).</p>

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#	Submission date	Publication date	Question subject	Question	Answer
13	22/06/2018 17:52	28/06/2018 08:55	Lot C: Call Charge/Minutes	<p>1. Can you please provide a summary per destination for the international minutes to gauge the typical destination mix?</p> <p>2. Please provide an example of a call that would be classified as 'Special' so we understand the minutes defined.</p>	<p>28/06/2018</p> <p>1.As indicated in "Annex II Technical Specifications", part 6.2.5.1, we cannot provide any other figures than the ones already published in the call for tender."</p> <p>2.As example, a call that would be classified as 'Special' in Spain, is a call to numbers 90x or 80x with extra cost.</p>

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14	26/06/2018 14:33	28/06/2018 08:56	About the provision of the service.	<p>#1 EUIPO required 3 different types of collaboration from level 1 to level 3, however we couldn't find any detail about which features and capabilities are required for each level. Could EUIPO please clarify the difference among them? Also, we couldn't find any way to provide a price of them on the sheet where the final price needs to be presented.</p> <p>#2 There is a requirement for "Voice and video conferencing gateway with users or organizations using other conferencing tools", Could EUIPO please provide more detailed requirements?</p> <p>#3 On 6.2.3 "Computer and communications security requirements", EUIPO are requesting security measures like "session border controllers" and "end to end encryption". It would be nice to have more details for these features otherwise I will reply using some assumptions.</p> <p>#4 On 6.2.5 "Public telephony service requirement", EUIPO is asking for PSTN provisioning however EUIPO are not specifying if the PSTN connectivity need to Cloud or On-prem.</p>	<p>28/06/2018</p> <p>1.EUIPO requests the tenderers to propose in their Technical Plan how they will structure their service offer (which functionalities at which level). The prices of such service offer is not requested in the financial proposal.</p> <p>2.The voice and video conferencing service must be able to operate with (interconnect) voice and video conferencing systems based on different technological solutions.</p> <p>3.EUIPO requests the tenderers to propose in their Technical Plan how they will comply with the requirements as described under 6.2.3.</p> <p>4.EUIPO requests the tenderers to propose in their Technical Plan a solution (or solutions) to comply with the requirements as described under 6.2.5.</p>

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15	27/06/2018 16:16	28/06/2018 16:35	International calls	Could EUIPO provide us international call details per country?	28/06/2018 At this point in time, we cannot give more information than the one provided in Annex II A & B- Current Situation
16	03/07/2018 13:50	05/07/2018 14:57	Regarding the signature in the proposal offer.	Would EUIPO accept the proposal signed electronically? E.g. via DocuSign or similar?.	05/07/2018 EUIPO is not prepared for accepting electronically signed documents that would require the usage of external software or accessing to any external platform.
17	04/07/2018 11:21	05/07/2018 14:58	Written undertaking third entities Model A	May the Consortium additionally assign an authorised signatory for the Group Leader who is not an authorised signatory for the economic operator itself?	05/07/2018 The representative of the Group Leader must have the legal capacity to act on behalf of his/her economic operator.
18	02/07/2018 12:40	05/07/2018 15:01	About Video conferencing	<ul style="list-style-type: none"> Are the video conferencing services part of the optional productivity tools requested or should it be included on UCaaS account? 	05/07/2018 Personal or room video conference and multi video conference are in the scope of the requested service for the UCaaS account.
19	02/07/2018 12:42	05/07/2018 15:01	About migration	<ul style="list-style-type: none"> On section 6.4 "Migration", EUIPO requires the contractor to actively collaborate with each Agency and with the incoming service providers to minimize the impact on the service of the migration tasks. Could you please define the scope of these activities? 	05/07/2018 The scope of these activities includes all necessary tasks to migrate the services being provided by the contractor to a new service provider when the framework contract ends without any service disruption.

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20	02/07/2018 12:41	05/07/2018 15:02	About productivity tools	<ul style="list-style-type: none"> • How is the way to quote the optional productivity tools? There is only a an item for UCaaS account. 	<p>05/07/2018 EUIPO requests the tenderers to propose in their Technical Plan how they will structure their service offer (which functionalities at which level). Productivity and collaboration tools are optional requirements. The price of such service offer is not requested in the financial proposal.</p>
21	02/07/2018 12:57	05/07/2018 15:03	Lot C - Hosting	<p>If the hosting environment (rack space, rack, hardware, software) is exclusively rented by the bidding consortium, is it required to sub-contract the datacentre operator in addition? If yes, is this also the case when the DC operator is a sister company of the bidder?</p>	<p>05/07/2018 The tenderer must provide the service as described in Annex II Technical specifications. All tasks needed for the delivery of the service can be either provided by the tenderer or, if needed, by a subcontractor.</p> <p>If tasks are subcontracted, the tenderer must indicate whether it intends to subcontract all or part of the performance of the Contract, if awarded, by filling in the “Subcontracting information” and the “Subcontractor’s declaration” of the Standard Reply Form.</p> <p>This also applies if the subcontractor is a sister company of the bidder. This is not needed if the bidder is a consortium and the company providing the services is a member of the consortium.</p>

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22	06/07/2018 13:49	09/07/2018 08:13	Clarification of Question 17	If a Consortium assigns the legal capacity to the representative of the Group Leader in the power of attorney (Written undertaking third entities Model A), is that sufficient or does the representative need to be formally listed in the Consortium Group Leader's trade register?	09/07/2018 It is sufficient for presenting a tender, as far as the authorised representatives of all the participating entities to the tendering group actually signed the said model A.
23	06/07/2018 13:03	09/07/2018 08:18	About third party suppliers	Certain of our services include elements supported by third party suppliers. These elements are contracted on a global product basis and not on an individual customer basis. Are such suppliers to be considered as subcontractors, given that we do not contract them specifically for this project, but on a global basis?	09/07/2018 No, but a detailed description of those global basis suppliers for each country should be presented, allowing us to understand how and by who the services will be performed.
24	10/07/2018 12:57	10/07/2018 15:40	List of major similar contracts	Is it acceptable for contract references to be presented in a form other than in the reference form in Annex V ("Reference to similar contracts.doc"), provided they meet all criteria in Tender Specifications 13.2.2?	10/07/2018 It is highly recommended using our form in priority. However, if not possible, the contract references must be signed by your customers and must mandatorily show all the information requested in the form "Reference to similar contract".

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25	09/07/2018 18:44	10/07/2018 16:36	Question related to Annex II "Technical Specifications", section 6.7	The section requests an invoicing of the services on a monthly basis, however paragraph 2 states: "...if a particular profile is used only for ten days in a particular month, the price of this service for that month will be proportional to the usage...". Given the kind of service profiles and features requested, certain parts of the service (e.g. receiving calls, email notifications, receiving instant messages) will be provided throughout the month and are always available. There is no technical way to determine which features of a service profile have been used for how many days in a month. Therefore, billing dependent on the respective number of days of usage is not feasible. Being aware of the capabilities of all major providers in this area, we strongly doubt that any bidder could provide this option. We kindly ask for a clarification whether billing on a monthly base is acceptable.	10/07/2018 Technical specifications are focused on the creation of new profiles or changes in the existing ones. For example, for an increase of one unit of a particular profile in a given day, only the resting part until the end of the month will be invoiced, regardless of the day of the month in which that increase occurred. In this case, this is valid for: - The creation or deletion of any of the profiles in table 10: Service profiles definition, point 6.1.3 of Annex II. Technical specifications (e.g., new UcaaS account). - The change from one of the profiles in the table to another one in the same table (e.g. from UcaaS Voice to UcaaS account).