

BEREC Office ref. 2016-10-12 01 AF IK
MC (16) 119

Questions and Answers
regarding the open tender procedure 2016-BEREC-OT-04

Provision of on-site information and communication technology (ICT) support services, including systems maintenance and development and centralised software management

Contract notice 2016/S 185-331369

The BEREC Office has received a question from one of the potential tenderers regarding some of the requirements mentioned in the Technical Specifications:

No	Document, article	Question
1.	Call for tenders, Ranking of tenders & Framework contract for services	<p><i>Framework Type - Multiple framework contract in cascade</i></p> <p><i>Each time the BEREC Office will need to sign a specific contract, the first contractor will be notified. In case no specific contract can be signed, the second contractor will be notified.</i></p> <p><i>Within 5 working days, the contractor must either:</i></p> <p><i>(a) send the specific contract back to the contracting authority signed and dated; or</i></p> <p><i>(b) send an explanation of why it cannot accept the order.</i></p> <p><u>Question No.1:</u> According to the Scope of services description there should be at least two full time specialists assigned for the service tasks. Does it mean that everyday service tasks could be split into several contracts in order to provide reopening of competition or ranking should be applied to the specific additional tasks only? Please clarify ranking procedure in more detail.</p> <p><u>Answer No.1:</u> <i>The tenderer must be able to fulfil all the criteria of the Tender Specifications without grouping provided services. After the conclusion of the Tender procedure and signature of the contracts, based on its specific service needs BEREC Office shall prepare a specific</i></p>

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		<p><i>contract where the service tasks, deliverables, number of service providers, duration and other details will be described in detail, according to the information requested in the Tender Specifications. In cases when the first contractor in the cascade will not be able to fulfil the tasks of the specific contract, the second contractor in the cascade will be notified and proposed the signature of the Specific contract. These terms apply to each of the specific contract that BEREC Office would sign.</i></p> <p>Question No.1.1: Currently the “Specific contract” template does not cover some important aspects of services, for example, Terms of Acceptance for project deliverables, what could cause misunderstandings and possible delays during the project. Does it mean, that the terms of specific contracts could vary from case to case and they could be negotiable?</p> <p>In any case the previously unknown contract text could take more than 5 days to get approved by the legal department.</p> <p>Answer No.1.1 : Please see answer No. 1</p>
2.	Call for tenders, Identification of the tenderer	<p><i>The tenderer (and each member of the group in case of joint tender) must declare whether it is a Small or Medium Size Enterprise in accordance with Commission Recommendation 2003/361/EC.</i></p> <p>Question No.2: Our company currently employs around 700 employees in total and it does not exactly fall into either of provided enterprises definitions. Should we declare our company status as large?</p> <p>Answer No.2: <i>In cases when the candidate does not fall for under the definitions of Small or Medium Size enterprises in accordance with Commission Recommendation 2003/361/EC no declaration on the size of the enterprise is required.</i></p>
3.	Call for tenders, Technical environment	<p><i>All BEREC Offices websites, services, information systems, applications, servers, databases and technical equipment are hosted internally</i></p> <p>Question No.3: Please clarify if maintenance of the hardware environment (like uninterrupted power supplies, cooling, physical security, service of physical servers (like replacing failed disks etc.)) are within the scope of this tender as well? If not, will it be a duty of some third parties or BEREC staff members themselves?</p>

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		<p>Answer No.3: <i>The tasks that are not described under in Section 2.5 and 2.6 of the Tender Specifications will not be a responsibility of the contractor.</i></p> <p><i>The tasks like power supplies, cooling and physical security and service of physical service shall not be the responsibility of the contractor. These tasks are covered by staff members.</i></p>
4.	Call for tenders, Other ICT support tasks	<p><i>Management of the audio-visual facilities of the BEREC Office (Brussels and Riga)</i></p> <p>Question No.4: Please clarify, what equipment needs to be supported and what kind of tasks may be necessary to perform in office in Brussels and for how long specialists could be staying there?</p> <p>Answer No. 4 <i>Equipment needed to be supported is a professional Audio Video Conference (AVC) system supporting video conferences, audio call conferences, presentations via differences cabling sources, video streaming with optional recording provided by software automations and hardware indicative as Avaya Codec with cameras and switcher, wireless video connection to the projector, audio matrix, control unit with keypad and RF wireless gateway, ceiling speakers, audio amplifiers HDMI matrix switcher, LED monitors, audioconference unit, conference units with its control and desk units, projector, wall mounted controls.</i></p> <p><i>As per the tasks deemed necessary for the operation of this AVC system is the administration and set-up of videoconference sessions, on site presence and system management, the bandwidth/users management, test scenario and connectivity tests prior any video / call conference session, troubleshooting of audio – video problems, support and training to the users, maintenance/upgrades of the system.</i></p> <p><i>As per duration of the specialist’s presence on site this might be from one hour per meeting (estimated 1-2 day per month, but subject to BEREC Office needs) for the start-up of the AVC system, the set-up/proper connection and testing of conference units, some hours for troubleshooting/fixing any AVC problems during the year, maintenance/upgrade hours for the AVC system and 24 hours for specific important video conference sessions (appr. 12 video conference sessions with BEREC stakeholders per year x 2 hours/each video</i></p>

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		<i>conference session).</i>
5.	Call for tenders, Scope of services to be provided	<p><u>Question No.5:</u> Please clarify, if there will be a possibility to set up a remote access to BEREC internal network to perform some maintenance and monitoring tasks remotely?</p> <p><u>Answer No.5</u> <i>No possibility of remote access is envisaged.</i></p>
6.	Call for tenders, The IT Webmaster and SharePoint Administrator	<p><i>Experience in SharePoint Online administration.</i></p> <p><u>Question No.6:</u> Do we understand this requirement correctly and experience with SharePoint administration could be counted as appropriate for this requirement?</p> <p><u>Answer No.6:</u> Yes</p>
7.	Call for tenders, B. Criteria relating to the team delivering the service	<p><i>In the chapter B of “Technical and professional capacity criteria” there are several profiles of required specialists determined. Required skills and experience of those particular specialists does not always match principles of division of labour we are planning to propose for this tender. The reason for it, probably, is a slightly different job organization and specialist job descriptions in different companies. According to the description in tender documents, such tasks as, for example, “Support, prepare and connect audio/video conference calls” are required for IT Webmaster, what, according to principles of division of labour and cost management in our company, is not a usual task for Webmaster.</i></p> <p><u>Question No.7:</u> Would it be possible to propose a different (differing from the required) division of labour between proposed specialists?</p> <p><u>Answer No.7:</u> <i>The division of labour cannot be negotiated nor structured differently.</i></p>
8.	Call for tenders, 2.5. Service group 1: Provision of ICT services to BEREC Office staff	<p><i>Supporting the roll-out of new applications</i></p> <p><u>Question No.8:</u> Please clarify, what would be the role of contractor in supporting application roll-out (any special skills necessary?) and are there any software tools planned for facilitating roll-out?</p> <p><u>Answer No.8:</u> <i>No additional skills are necessary for performance of this</i></p>

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		<p><i>task other than those described in the tender specifications. To date there are no specific tools used for the application development in the BEREC Office other than SharePoint Online. The future strategies and best potential software's to be used for application shall be consulted with the contractor.</i></p>
9.	<p>Call for tenders, 2.5. Service group 1: Provision of ICT services to BEREC Office staff</p>	<p><i>Testing and evaluating new technology and/or applications to be deployed at the BEREC Office</i></p> <p>Question No.9: Please clarify, who currently is developing applications for BEREC and is it possible, that new applications could be developed by contractor of this tender in the future?</p> <p>Answer No.9: <i>Currently the applications for BEREC Office and BEREC are developed either by 3rd parties or staff members, as one of the tasks described in Section 2.6 (p12) include 'Provision technical assistance in the implementation of new BEREC projects with ICT dimension' the development of new applications may be assigned to the contractor.</i></p>
10.	<p>Article II.4.7. of Framework Contract for services providing</p>	<p>Question No.10: Within framework of the subject matter of procurement, as well as there is no disclaimer included, we are asking to explain (clarify) Article II.4.7. of Framework Contract for services providing “the contractor must inform its personell that: a) they may not accept any direct instructions form the contracting authority.</p> <p>Answer No.10:</p> <p><i>The contractor shall be fully responsible for the personnel who deliver the ICT services to the BEREC Office, it will be in the responsibilities of the contractor to inform the service providers on their responsibilities basing on the contract(s) concluded between the contractor and the BEREC Office, BEREC Office shall not assign any additional tasks that are out of the scope of the concluded Service contract between contractor and BEREC Office directly to the ICT Specialist.</i></p> <p><i>However the introduction and induction of the service provider(s) to the BEREC Office environment will be performed by the BEREC Office.</i></p>

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11.	Tender specifications Article 4.2.4 Evidence B1	<p><u>Question No.11:</u> Tender specifications Article 4.2.4 Evidence B1 CV and a language certificate or past relevant experience – is it possible to prove personnel knowledge of English with personnel relevant experience that is included in CV and do not include language certificate in tender documents.</p> <p><u>Answer No. 11:</u> <i>Either language certificate <u>or</u> past relevant experience can be used as proof of language knowledge.</i></p>
12.	2.4 Scope of services to be provided.	<p><u>Question No. 12:</u> The main scope of the contract shall consist in ensuring ICT support services with a daily presence On-Site during working hours on all days on which the Office is open. Contractor understood that it shall assign 2 full time ICT specialists (The IT Technical Support Officer and The IT Webmaster and SharePoint Administrator) to BEREC Office service group and their working place will be in the BEREC Office - Z. A Meierovica 14, 2nd floor – and it will be full time (8 hour) work (the contracting authority shall not unreasonably reduced the amount of working time). Please explain whether the tenderer correctly understood the scope of the contract and “full time” meaning.</p> <p><u>Answer No. 12:</u> <i>The service providers are expected to be present on-site (At the BEREC Office premises) for a full-working day (8 hours), 5 days a week, on all the days that BEREC office is open for business. The total number of the service providers will be subject to BEREC Office needs and individual specific contracts concluded between contractor(s) and the BEREC Office. The tenderers must submit a profile of as a minimum one ICT specialist per tasks (described in Sections 2.5 and 2.6 of the Tender Specifications) in the offer (Please see Section 4.2.4 of the Tender Specifications for more details).</i></p>

Riga, 13 October 2016

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