

BEREC Office ref. 2016-10-19 01 AF IK

MC (16) 121

**Questions and Answers (part 2)**

**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 additional questions from one of the potential tenderers regarding some of the requirements mentioned in the Technical Specifications:

No	Document, article	Question
13.	Call for tenders, B. Criteria relating to the team delivering the service	<p><i>Required skills and experience.</i></p> <p><b>Question No.13:</b> There is a list of knowledge and experience requirements for positions like “The IT Technical Support Officer” and “The IT Webmaster and SharePoint Administrator” in the tender documentation. In different organizations there could be different names of positions and different list of duties and experience for particular specialists. Therefore there could be differences in particular person’s knowledge and tender requirements for this position. Do we understand correctly, that distribution of duties between the specialists during the project is up to the tenderer to decide and therefore it is possible, for example, to propose more than one specialist for particular position to cover all formal tender requirements for this position together?</p> <p><b>Answer No. 13:</b> <i>As stated in Section 2.4- The contractor shall assign <u>minimum</u> 1 full-time (40 hour working week) ICT specialist/service provider for each service group. As already clarified in Answer No. 7 (published on the BEREC</i></p>

No	Document, article	Question
		<p><i>Website) – The tasks of each service groups (described in Sections 2.5 and 2.6) shall not be subject to regrouping. It is up to contractor to decide on how many service provider it shall assign per service group as long as it will fulfil the minimum requirement of 1 full-time specialist per service group.</i></p>
14.	<p>Call for tenders, B. Criteria relating to the team delivering the service</p>	<p><i>Good knowledge of English, equal to or better than B2 level.</i></p> <p><b>Question No.14:</b> Please clarify if, for example, an experience supporting English speaking customers in the similar ICT projects for 3 (three) or more years qualifies to the “Good knowledge of English” requirement?</p> <p><b>Answer No.14:</b> <i>An experience in the similar role/project with English as the main working language would be considered as a proof of B2 or better language knowledge.</i></p>
15.	<p>Call for tenders, 2.5. Service group 1: Provision of ICT services to BEREC Office staff</p>	<p><i>2.5.1. Supporting the roll-out of new applications</i></p> <p><i>Testing and evaluating new technology and/or applications to be deployed at the BEREC Office</i></p> <p><b>Question No.15.1:</b> Please clarify what kind of support is expected for roll-out? Does it include support of new software on user computers and user guiding as well?</p> <p><b>Answer 15.1:</b> <i>Please consult Answer No. 8 <a href="#">published on the BEREC Website</a>. Assistance in user guiding would also be required for BEREC Office staff members (See Point 1. Of Section 2.5)</i></p> <p><b>Question No.15.2:</b> Please clarify testing and evaluation of new technology and/or applications? Could it involve, for example, installing and testing new applications on contractor’s hardware and providing support for those applications / technologies afterwards?</p> <p><b>Answer No. 15.2:</b> <i>Yes, testing of new technology and applications would involve all of the above – installing, testing, and providing support.</i></p> <p><b>Question No.15.3:</b> Please clarify deployment of applications? Is it expected to be centralised via Microsoft SCCM infrastructure?</p>

No	Document, article	Question
		<p><b>Answer No. 15.3:</b> <i>Software deployment would include support activities that would make a software system available for use. As there are currently no ongoing projects, more detailed information on infrastructure cannot be provided. Before start of new project the contractor would be consulted on the best means for the deployment.</i></p>
16.	<p>Call for tenders, 2.5. Service group 1: Provision of ICT services to BEREC Office staff</p>	<p><i>2.5.4. Assist BEREC Office staff in new ICT items reception and declassification processes</i></p> <p><b>Question No.16:</b> Please clarify, what is meant by ICT “items declassification” processes and what would be duties of contractor in this process?</p> <p><b>Answer No 16:</b> <i>Occasionally BEREC Office procures new ICT item such as laptops, computers, routers, phones, etc. The service provider would be responsible to assist BEREC Office staff in reception, distribution and tracking of these items as well as conducting preliminary checks.</i></p>
17.	<p>Call for tenders, 2.5. Service group 1: Provision of ICT services to BEREC Office staff</p>	<p><i>2.5.5. Produce regular reports and statistics on the use of the telecom infrastructure in view of monitoring cost saving plans by following up changing costing patterns of the market and technology trends</i></p> <p><b>Question No.17:</b> Please clarify, if it is expected that contractor will provide the service of telecom infrastructure? (VOIP, landline phone line management etc.)? If not, then we believe, contractor could only request such information from the provider?</p> <p><b>Answer No.17:</b> <i>Telecommunication services in the BEREC Office are provided by other contractors and are not in the scope of this tender. Contractor would receive reports from the current telecom providers and would be requested to provide the summary monthly or quarterly reports to the management.</i></p>
18.	<p>Call for tenders, Framework contract for services</p>	<p><i>II.6.3 The contractor is liable for any loss or damage caused to the contracting authority during or as a consequence of implementation of the FWC, including in the event of subcontracting, but only up to an amount not exceeding three times the total amount of the relevant specific contract.</i></p> <p><b>Question No.18:</b> Would it be possible for BEREC to reduce total liability of contractor in the contract to 20% from the total amount of the relevant specific contract, because legal procedure of corporation forbid to participate in the</p>

No	Document, article	Question
		<p>tenders in the field of ICT which exceed this level of liability?</p> <p><b><u>Answer No.18.</u></b></p> <p><i>There is no possibility for BEREC Office to reduce total liability of the contractor to 20% or change this clause in the contract.</i></p> <p><i>Please note that the amount in subject is not the maximum of the Framework Service contract (EUR 700,000.00), but that of the Specific Contract, which would be signed between contractor and BEREC Office.</i></p>

Riga, 19 October 2016

Laszlo IGNECZI

Authorising Officer

Signed in paperless: 534