

**Invitation to tender no. ACER/OP/ADMIN/14/2012**

**IT infrastructure hosting services**

**Answers to Questions from 1 to 23**

**Question no. 1:**

Document "Annex\_I\_Tender specifications", Page 8, Chapter 4.4, Text passage: "Documentation and reporting", **Question:** In which price position should this effort be included?

**Answer no. 1:**

As referenced in the last paragraph of Annex\_I\_Tender specifications at section 4.4: "The cost of producing the above reports will be borne exclusively by the contractor". Therefore, there is no dedicated price position for this effort, all the prices quoted in Annex\_II\_Financial offer to the invitation to tender have to be all inclusive and include this cost.

**Question no. 2:**

Document "Annex\_I\_Tender specifications", Page 12, Chapter 11.2, Text passage: "Any expenses incurred by the Contractor within the framework of these meetings (i.e. travel costs, subsistence allowance or any other related costs) shall not be reimbursed separately by the Agency. Quoted prices should be all inclusive.", **Question:** In which price position should this effort be included? How many meetings in the Agency premises should the tender include in this price position?

**Answer no. 2:**

There is no dedicated price position for this effort, all the prices quoted in Annex\_II\_Financial offer to the invitation to tender have to be all inclusive and include this cost. The number of meetings foreseen in the Agency's premises is 3, as described in section 4.4 of Annex\_I\_Tender specifications

**Question no. 3:**

Document "Annex\_I\_Tender specifications", Page 13, Chapter 11.3, Text passage: "The expenses related to these missions must be included in the price quote and shall not be reimbursed separately by the Agency", **Question:** In which price position should this effort be included?

**Answer no. 3:**

There is no dedicated price position for this effort, all the prices quoted in Annex\_II\_Financial offer to the invitation to tender have to be all inclusive and include this cost.

**Question no. 4:**

Document “Annex\_I\_Tender specifications” ,Page 13, Chapter 11.3, Text passage:” In case additional missions shall be needed and which shall exceed the above limit, the Agency shall reimburse the expenses for these missions according to the rules and procedures applicable to the Agency’s staff.”, **Question:** Where can we find this rules and procedures?

**Answer no. 4:**

Information about the rules and procedures can be found in [http://ec.europa.eu/civil\\_service/docs/toc100\\_en.pdf](http://ec.europa.eu/civil_service/docs/toc100_en.pdf) , section F. Mission expenses, pages 62-64

**Question no. 5:**

Document “Annex\_I\_A\_Technical specifications” ,Page 13, Chapter 11.3, Text passage:” Description of the requested services”, **Question:** Only services in chapter 2.1 from A to E are in scope to deliver with this tender and the cost of this services are to include in the price sheet?

**Answer no.5:**

As mentioned in the beginning of chapter 2.1, "The tenderer should be able to provide at least the following" from A to E services. These services are the minimum that tenderers should be able to provide in order to have a valid offer , additional services could also be requested during the execution of the contract. The cost of these services should be quoted in the in Annex\_II\_Financial offer of the invitation to tender and in the detailed price list which shall include all other services which are not covered by the model in Annex II (as described in section 19.2 of the Annex\_I\_Tender specifications)

**Question no. 6:**

Document “Annex\_I\_A\_Technical specifications” ,Page 3, Chapter C, Text passage:” All the needed networking devices such as switches, firewalls, routers, load balancers, proxies, etc. that will enable the proper interconnection of the Agency’s ICT systems and will ensure the needed security.”, **Question:** In which price position should the costs be included? Which devices and how much should be included in this price position?

**Answer no.6:**

The cost of these devices should be included in the detailed price list which shall include all other services which are not covered by the model in Annex II (as described in section 19.2 of the Annex\_I\_Tender specifications). As for which devices and how much should be included, this information will be included in each of the requests for services.

**Question no. 7:**

Document “Annex\_I\_A\_Technical specifications” ,Page 3, Chapter C, Text passage:” DNS hosting of all domains.”, **Question:** In which price position should the costs be included? How many domains should tender host?

**Answer no. 7:**

The cost of these services should be included in the detailed price list which shall include all other services which are not covered by the model in Annex II (as described in section 19.2 of the Annex\_I\_Tender specifications). Information about the

number of the domains the tenderer should host will be included in each of the requests for services.

**Question no. 8:**

Document "Annex\_I\_A\_Technical specifications" ,Page 3, Chapter D, Text passage:" Reports on the status of the hosted equipment based on its monitoring systems and on incidents which took place and could affect the operations of the Agency's equipment.", **Question:** Which Agency's equipment is here in scope? The equipment for REMIT or also the equipment for DR and/or equipment in the Agency's premises?

**Answer no. 8:**

All equipment, used on behalf of ACER and located at the contractor's premises including REMIT and DR equipment. Equipment located at Agency's premises are out of the scope.

**Question no. 9:**

Document "Annex\_I\_A\_Technical specifications" ,Page 3, Chapter D, Text passage:" Physical access of Agency's staff and/or consultants to the Agency's equipment and data without any additional cost.", **Question:** At the hosting location or which location?

**Answer no. 9:**

At the hosting location

**Question no. 10:**

Document "Annex\_I\_A\_Technical specifications" ,Page 4, Chapter D, Text passage:" Continuous hosting site, hardware and applications monitoring.", **Question:** What kind of application monitoring? For which application? Pls provide a list of applications and the method how to monitor this application, if the application is not off the shelf.

**Answer no. 10:**

Any application that the contractor will suggest to install and will be finally used in order to implement the infrastructure requested by the Agency through the contract. In case the application is not off the shelf, the method for monitoring will be defined and provided by ACER

**Question no. 11:**

Document "Annex\_I\_A\_Technical specifications" ,Page 4, Chapter D, Text passage:" A service desk which shall be operational 24/7/365 for supervision, error detection, correction and notification to the Agency staff and/or Agency's contractors.", **Question:** Agency staff and contractors will also contact the service desk? Aprox. how often per month? How many calls should tender include in lump sum?

**Answer no. 11:**

Agency staff and Agency's contractors will contact the service desk. We cannot estimate at this stage the number of calls per month. In your offer, if there is a limitation, please indicate the maximum number of calls that are allowed per month

**Question no. 12:**

Document "Annex\_I\_A\_Technical specifications" ,Page 4, Chapter E, Text passage:" Dedicated managed infrastructure that will act as a disaster recovery site for the already existing Agency's ICT infrastructure.", **Question:** Should tender only deliver a concept how to do DR?

**Answer no. 12:**

At section 16 of the Annex\_I\_Tender specifications it is mentioned that tenderers should provide "A draft plan for implementing and hosting a business continuity/disaster recovery solution (maximum ten (10) pages A4) for the current Agency's IT infrastructure as described in Annex I.A of these tender specifications, which should include at least a definition and a description of the needed actions, resources allocation, responsibilities, deliverables and project implementation time"

**Question no. 13:**

Document "Annex\_I\_A\_Technical specifications" ,Page 9, Chapter F, Text passage:" Software licences needed for the operation of the hardware infrastructure and technical support", **Question:** Licences for operating systems and up for applications will be provided from Agency?

**Answer no. 13:**

The contractor should be able to provide any licence for applications that the contractor may suggest to install and finally will be used in order to implement the infrastructure requested by the Agency. As such, prices for these licenses shall be included in the detailed price list to be attached to the offer as indicated in section 19.2, second paragraph. The Agency reserves, however, the right to install its own licenses in all or some servers if considered necessary.

**Question no. 14:**

Document "Annex\_I\_A\_Technical specifications" ,Page 4, Chapter 2.2, Text passage:" completely dedicated systems, network equipment and infrastructure security", **Question:** Please specify the technical requirements for the network equipment and infrastructure security

**Answer no. 14:**

Information about the the technical requirements for the network equipment and infrastructure security will be included in each of the requests for services.

**Question no. 15:**

Document "Annex\_I\_A\_Technical specifications" ,Page 4, Chapter 4.2, Text passage:" The selected Contractor shall cooperate and coordinate his activities with the Agency's contractor for software development products in the implementation of services as specified in the request(s) for services issued by the Agency and in the relevant specific contract.", **Question:** What is the aprox. Amount on effort per month for this activity?

**Answer no. 15:**

As indicated in paragraph 2.2 of The Annex\_I\_A\_Technical specifications requests for services may come either from the Agency staff or from the Agency's contractor for software development products. The amount of effort per month for this activity is depending from the request for services concerning the definition of the infrastructure to be implemented, therefore it cannot be defined at this stage

**Question no. 16:**

Document "Annex\_I\_A\_Technical specifications" ,Page 5, Chapter 2.3, Text passage:" The contractor shall provide the Agency with a business continuity / disaster recovery service for its infrastructure. This shall include the following (non-exhaustive) actions:", **Question:** In which price position should tender include this requirements?

**Answer no. 16:**

The business continuity / disaster recovery service for its infrastructure is not included in price award criteria, it will not be evaluated as such and shall not be indicated in Annex\_II\_Financial offer. This service is only included as one of the criteria for evaluating the technical quality of the offer

**Question no. 17:**

Document "Annex\_II\_Price Quote", Page 1, Text passage: "Collocating a standard 42U rack owned by the Agency" vss "Collocating the Agency's owned standard 42U rack", **Question:** Are there any differences between these two price positions? Should tender buy in first position a rack and sell it to the Agency and in second position Agency will bring an own rack?

**Answer no. 17:**

This is a misprint. Please indicate the same price in both entries, as the same thing is described (Collocating a rack owned by the Agency in the contractor's hosting premises)

**Question no. 18:**

Document "Annex\_II\_Price Quote", Page 2, Text passage: "Level 1 support services - (performing hardware inventory of hosted equipment; power cycling; loading/changing pre-labelled removable media; reporting the status of indicator lights; resetting circuit breakers; checking cable connections; reporting physical conditions within the data centre; cable management; physically installing or removing equipment from collocation environment; device labelling)", **Question:** Is this a lump sum overall or per device/server? How much devices should the lump sum include? For the rented servers only or are there also equipment from the Agency to support? If so, please provide a equipment list? Please provide the approx. efforts for each task per month.

**Answer no. 18:**

Regardless if device/server has been rented or collocated and provided that it is hosted at contractors premises, tenderers should indicate a price for this service per device/server. Information about the approximate effort for each task per month cannot be defined at this stage

**Question no. 19:**

Document "Annex\_II\_Price Quote", Page 2, Text passage: "Level 2 support services - (logging on to the Agency's servers; performing hardware related software installations according to published installation processes; basic server administration tasks such as: creating new virtual hosts, , activating authentications etc.; kernel updates and recompilation; software updates and recompilation; soft reboots (reboot done after logging in to a server); file system checking; basic system troubleshooting; performing any Agency's supplied system administration procedure)", **Question:** Is this a lump sum overall or per device/server? How much servers should the lump sum include? For the rented servers only or are there also equipment from the Agency to support? If so, please provide a equipment list? Please provide the approx. efforts for each task per month.

**Answer no. 19:**

Regardless if device/server has been rented or collocated and provided that it is hosted at contractors premises, tenderers should indicate a price for this service per device/server. Information about the approximate effort for each task per month cannot be defined at this stage

**Question no. 20:**

Document "Annex\_II\_Price Quote" ,Page 2, Text passage:" Service desk operational 24/7/365 for supervision, error detection and notification to the Agency's staff and/or contractors", **Question:** Are there any incoming calls from the Agency's staff and/or contractors and/or keyusers who wants to have support in this time 24/7/365 or is the service desk only for monitoring, operating and notification of the Agency's staff and/or contractors. If there are incoming calls to the tender, pls provide aprox. calls per month, which should be included in price position.

**Answer no. 20:**

The purpose of this price position is to assess only monitoring and notification services. The price to indicate here is the price per month for the service desk service devoted to the monitoring, error detection and notification of potential failures to the Agency's IT staff and/or contractors in case of need and no incoming calls should be considered

**Question no. 21:**

Document "Annex\_II\_Price Quote" ,Page 2, Text passage:" Provision of dedicated rented server and storage capacity", **Question:** Where should the costs for the meetings at Agency's premises, travelcosts, Projektmanager and so on be included?

**Answer no. 21:**

There is no dedicated price position for this effort, all the prices quoted in Annex\_II\_Financial offer to the invitation to tender have to be all inclusive and include this cost.

**Question no. 22:**

Document "Annex\_II\_Price Quote" ,Page 2, Text passage:" Provision of dedicated rented server and storage capacity", **Question:** Where should the costs for the dedicated LAN and Firewall equipment be included?

**Answer no. 22:**

In the detailed price list to be attached to the offer as indicated in section 19.2, second paragraph.

**Question no. 23:**

Document "Annex\_II\_Price Quote" ,Page 2, Text passage:" Provision of dedicated rented server and storage capacity", **Question:** Where should the costs for the vulnerability tests in Annex\_I\_A\_Technical specifications be included?

**Answer no. 23:**

In the detailed price list to be attached to the offer as indicated in section 19.2, second paragraph.