

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

**IT infrastructure hosting services**

**Answers to Questions from 33 to 61**

**Question no. 33:**

Vast majority of Storage vendors are moving away from FC disk to SAS and support SSD. Is support for FC disks mandatory?

**Answer no. 33:**

As stated in section 2.1, page 3 of Annex\_I\_A\_Technical specifications, the supported disk types should at least include FC together with FATA and SSD. FC, FATA, SSD are the minimum disk types that tenderers should be able to support in order to have a valid offer. Tenderers should include in their detailed description of their IT capacity, as mentioned in section 16 of Annex\_I\_Tender specifications, any other options of storage disk types that they can support. The disk type that will be eventually used will be specified in each of the requests for services

**Question no. 34:**

The infrastructure specified in this tender (ACER/OP/ADMIN/14/2012) is intended also for or primarily for ARIS. In this regards, the hardware specified in Annex\_I table 3 specifies INTEL based servers, but the tender for development of ARIS (ACER/OP/ADMIN/12/2012) (Annex\_I\_A chapter 3.1) also specifies AIX as a product / technology which could eventually be used on back-end and servers side.

In case this technology is selected by the contractor of the ARIS app development tender (ACER/OP/ADMIN/12/2012), how is expected this to be supported by the contractor of the infrastructure tender (ACER/OP/ADMIN/14/2012) whose servers according to specification should base on Intel servers?

**Answer no. 34:**

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. In this respect, the INTEL based servers is a minimum requirement for evaluation purposes, but this does not imply that they will be exclusively used. Additional services and support for products could be requested during the execution of the contract. As an example, reference for support for AIX as product / technology could be included by tenderers, as mentioned in section 16 of Annex\_I\_Tender specifications, in the detailed description of tenderers' "IT capacity (physical-virtual servers and storage): variety of options, scalability and flexibility of the equipment, performance" and this is information that will be assessed in the technical evaluation (part of technical quality criterion No 3). In this respect, support for AIX infrastructure could potentially be requested during each of the requests for services.

**Question no. 35:**

Would than be expected that AIX infrastructure is part of budget of tender (ACER/OP/ADMIN/14/2012)?

**Answer no. 35:**

With reference to answer to question 34, AIX infrastructure could potentially be part of the budget of tender (ACER/OP/ADMIN/14/2012)

**Question no. 36:**

Possible technologies that could be used in the tender (ACER/OP/ADMIN/12/2012) are also various DBMS. As it is not specified in either of both tenders (ACER/OP/ADMIN/12/2012 or ACER/OP/ADMIN/14/2012) could you confirm that licencing cost for the DBMS for ARIS is not part of the infrastructure tender (ACER/OP/ADMIN/14/2012)?

**Answer no. 36:**

We confirm that licencing cost for the DBMS for ARIS is not part of the infrastructure tender (ACER/OP/ADMIN/14/2012)

**Question no. 37:**

The tender specifies dedicated managed hosting services for the Agency's IT systems and infrastructure. There could be some cost saving in sharing some infrastructure, therefore: Could Storage area network be partitioned on shared SAN switches?

**Answer no. 37:**

The agency has requested for dedicated managed hosting services for the Agency's IT systems and infrastructure, with dedicated referring mostly to the internal hardware infrastructure components. In this respect, the answers to the questions 37-43 are:

No, Storage area network cannot be partitioned on shared SAN switches

**Question no. 38:**

Could Storage be partitioned and shared with other customers?

**Answer no. 38:**

No, storage cannot be partitioned and shared with other customers

**Question no. 39:**

Could long distance network share the same Dark Fiber if separation is achieved through dedicated optical channel (wave length) through CWDM or DWDM (optical multiplexer)

**Answer no. 39:**

Yes, long distance network can share the same Dark Fiber if separation is achieved through dedicated optical channel (wave length) through CWDM or DWDM (optical multiplexer)

**Question no. 40:**

Could blade servers share blade center in case the LAN and SAN interconnects are of type pass-through?

**Answer no. 40:**

No, blade servers cannot share blade center in case the LAN and SAN interconnects are of type pass-through

**Question no. 41:**

Should IT Service management tool also be dedicated for this tender scope or could contractor use the one that he use for supporting other customers?

**Answer no. 41:**

IT Service management tool is not mandatory to be dedicated for this tender scope and the Agency could request contractor to use the one that they use for supporting other customers

**Question no. 42:**

Should security monitoring system be dedicated if used?

**Answer no. 42:**

Security monitoring system is not mandatory to be dedicated, if used

**Question no. 43:**

Should network and server management system also be dedicated or could be shared or could alerts and some events be forwarded to the contractors central management event management system and operation bridge console?

**Answer no. 43:**

Network and server management system is not mandatory to be dedicated and the Agency could request to be shared or request that alerts and some events to be forwarded to the contractor's central management event management system and operation bridge console

**Question no. 44:**

The RPO and RTO is specified for the current ICT infrastructure. What are predicted RPO and RTO for new ARIS system?

**Answer no. 44:**

Information about RPO and RTO for the new ARIS system will be included in each of the requests for services

**Question no. 45:**

What is current and predicted data turnover rate for the current infrastructure?

**Answer no. 45:**

Information about the current and predicted data turnover rate for the current infrastructure will be included in each of the requests for services

**Question no. 46:**

Is the storage capacity of 20 TB provided in the tender estimated for current infrastructure as well as new ARIS system together?

**Answer no. 46:**

The storage capacity of 20 TB mentioned in Annex\_II\_Financial offer, is used only for calculating a total reference price, as described in section 19.2 of Annex\_I\_Tender specifications and therefore it is not an estimate either for the current infrastructure or for the new ARIS system

**Question no. 47:**

If yes what is capacity of current infrastructure for which IT services disaster recovery has to be provided?

**Answer no. 47:**

Information about the capacity of current infrastructure for which IT services disaster recovery has to be provided will be included in each of the requests for services. Please refer also to answer 51 for further clarification

**Question no. 48:**

In the tender various terms are used. Sometimes IT systems and infrastructure (chapter 2) sometimes Infrastructure applications and sometimes (2.4 d annex\_I\_A) systems. What is the definition of "IT system" or "system" and other terms used?

**Answer no. 48:**

"IT system" or "system" generally refers to the combination of hardware, software, data, network components that could interact, interrelate with each other or be independent from each other and form a complex whole

**Question no. 49:**

The first bullet of chapter 2, Annex\_I\_A states: "The provision of dedicated managed hosting services for the Agency's IT systems and infrastructure that will be needed for the implementing of software development products, web applications, databases, services, etc."

Is "needed for the implementing of software development products,..." meant that server side development environment has to be provided early in the development stage or was it meant as "needed for needed for the software developed products" which implies the infrastructure for test , preproduction, and production environment for IT services?

**Answer no. 49:**

In respect to this question, we can say that the purpose of the tender (ACER/OP/ADMIN/14/2012) is to provide to the Agency the IT infrastructure resources (mainly hardware) and the related dedicated managed hosting services as described in Annex\_I\_A\_Technical specifications. Partitioning of this infrastructure in environments such as test, preproduction, production, etc. will be defined in each of the requests for services

**Question no. 50:**

Within chapter 2 Annex\_I\_A the provision of dedicated managed hosting services for the Agency's IT systems and infrastructure and the provision of dedicated managed hosting services for the current ICT infrastructure Business Continuity / Disaster Recovery purposes of the Agency are specified together with maintenance and support.

Shouldn't Provision encompass maintenance and support already or is there a different meaning for provision?

**Answer no. 50:**

Maintenance and support is mentioned explicitly, in order to cover both cases of rented and collocated and equipment, as also for the latter the Agency would like to have the option of maintenance and support services offered by the tenderers

**Question no. 51:**

Related to the provision of dedicated managed hosting services for the current ICT infrastructure Business Continuity / Disaster Recovery purposes of the Agency:

o What is the current backup system?

- o Are vmware licences under maintenance subscription agreement where upgrades to new versions are included, so the current infrastructure could be upgraded without additional cost?
- o What type of vmware licences were purchased and used by the Agency currently?
- o In case upgrade of the existing infrastructure is needed should this be a part of this tender (ACER/OP/ADMIN/14/2012) budget?

**Answer no. 51:**

As specified in section 16 of Annex\_I\_Tender specifications, 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." This draft plan, which will be used solely for technical quality evaluation reasons (part of technical quality criterion No 3) is intended to be as an exercise so that tenderers can demonstrate their capabilities to conceive, organise and implement a business continuity/disaster recovery solution. It is not meant to be the actual plan that will be used for implementing the business continuity/disaster recovery service for the existing Agency's infrastructure. For this exercise, tenderers should use only the information provided in section 2.3 of Annex\_I\_A\_Technical specifications, therefore any additional questions regarding details of the infrastructure will not be answered at this stage

**Question no. 52:**

Does the provision of dedicated managed hosting services for the current ICT infrastructure Business Continuity / Disaster Recovery purposes of the Agency means that somebody else is providing provision for existing infrastructure and services and the contractor should focus solely to the disaster recovery part of the infrastructure?

**Answer no. 52:**

Yes, the contractor should focus solely to the disaster recovery part of the infrastructure

**Question no. 53:**

In this case, who is responsible for integrity of the data? In case of disaster who will trigger the recovery process?

**Answer no. 53:**

Information about the responsible for integrity of the data and who will trigger the recovery process in case of disaster will be included in each of the requests for services. Please refer also to answer 51 for further clarification

**Question no. 54:**

Does disaster recovery infrastructure implies the establishment of the last state replicated to disaster location (even with corrupted data) or will have to be integrated with backup and recovery design where contractor would take over also the responsibility for backup and restore?

**Answer no. 54:**

Information about establishment of the last state replicated to disaster location will be included in each of the requests for services. Please refer also to answer 51 for further clarification

**Question no. 55:**

Professional profiles (chapter4) require University degree. Is for university degree acceptable any successfully finished study at the faculty like eng., dipl. eng. and Univ. dipl. eng. compatible with bologna levels 6, 7/1, 7/2 and 8?

**Answer no. 55:**

The university degree should meet at least level 6 of the European Qualifications Framework (cf. Annex II of the Recommendation of the European Parliament and the Council of 23 April 2008 on the establishment of the European Qualifications Framework for lifelong learning; <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2008:111:0001:0007:EN:PDF> ) and should be delivered in the relevant area as required and specified in chapter 4 of the Technical Specifications.

**Question no. 56:**

The tender specifies working time of the Agency. What are required working hours for IT services?

**Answer no. 56:**

Information about the required working hours for IT services will be included in each of the requests for services and also in the SLA to be agreed

**Question no. 57:**

When and what is acceptable maintenance window (part of agreed downtime) where IT services could be unavailable?

**Answer no. 57:**

Information about the acceptable maintenance window (part of agreed downtime) where IT services could be unavailable will be included in each of the requests for services and also in the SLA to be agreed

**Question no. 58:**

The Annex\_I\_A chapter 2.4 e) for Level 2 support specifies Basic system troubleshooting as well as Problem Management activities. The latter is in ITIL terms usually performed by Technical management function which consist of advanced technical skilled staff and somehow doesn't fit with Basic system troubleshooting. What is meant by Basic troubleshooting ?

**Answer no. 58:**

With basic system troubleshooting we mean troubleshooting incidents that are common and do not require dedicated special expertise and advanced technical skilled staff. The term Problem Management activities does not refer to the ITIL term used

**Question no. 59:**

- Is current Active Directory Server configured based upon one domain with two different Domain Controllers?
- Do disks where servers and data reside have throughput needed to quickly restore content from the tapes into suitable format for recovery in the case of system crash?
- How many servers are used behind the client's Sharepoint 2010 architecture and what is the purpose of each server? Is it single server installation or farm installation (many servers)?

- Number of servers in the Sharepoint architecture strongly influences the speed of disaster recovery process.
- What authentication is used for Sharepoint 2010?
- What is the scale of the Sharepoint 2010 customization at the client?  
How well is the customization documented?

**Answer no. 59:**

The Agency cannot provide information about these questions at this stage, please refer also to answer 51 for further clarification

**Question no. 60:**

Regarding Quality and Standards:

Did we understand correctly that »the Contractor needs ISO 9000 and ISO 27000 quality standards accreditations«? If we join with the subcontractor, can we SUM the accreditations (one has ISO 9000, the other ISO 27000)?

**Answer no. 60:**

The contractor may rely on the capacities of subcontractors. However, as specified in the tender specifications, he must in this case prove to the awarding authority that he will have at its disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at its disposal. The contractor remains also solely liable for the proper performance of the contract.

**Question no. 61:**

Regarding Professional profiles:

Can one person adopt multiple tasks (if experience and certifications are adequate)?

**Answer no. 61:**

The tender does not exclude that one person carries out multiple tasks, provided all requirements are met. However, as detailed on page 20 of Annex I (Tender Specifications), please note in this respect also that the tenderer must provide a detailed description of the human resources available for the performance of the work required, including subcontractors. The tenderer shall include Curricula Vitae (CVs) showing clearly their qualifications and professional experience within the relevant business area. The Tender Specifications hereby explicitly require the tenderer to provide two CVs for each profile described in Annex I.A.