

QUESTIONS AND ANSWERS

INVITATION TO TENDER NO. ACER/OP/MMD/12/2013

IT infrastructure hosting services for the Agency for the Cooperation of Energy Regulators

Contract notice: OJEU S 2013/S 146- 252820 of 30/07/2013

Last update: 09/09/2013

Question 1:

List of existing IT HW equipment which will be moved to new location. Please provide brand name, type, model, quantity, size, weight.

Answer 1:

As indicated in point 2.1.11 of Annex I.A of technical specifications "*the selected Contractor shall be able to relocate existing hardware which belongs to the Agency and which the Agency intends to host in the datacentre of the selected Contractor or which the Agency intends to transfer from the Hosting site to another location*". At this point in time the Agency does not have an exhaustive list of existing IT HW equipment which would be moved to the hosting location of the selected Contractor. The selected Contractor is expected to be able to deliver the aforementioned services based on a request for services which the Agency may launch in the scope of the Framework Contract.

Question 2:

List of existing IT HW equipment which will stay on the Agency's location. Please provide brand name, type, model, quantity.

Answer 2:

At this point in time the Agency does not have an exhaustive list of existing IT HW equipment which would stay at the Agency's premises.

Question 3:

List of SW used. Please provide type of SW, number of licences, platform used.

Answer 3:

At this point in time the Agency does not have an exhaustive list of existing SW used at the Agency which would be relevant for this call for tender.

Question 4:

In Case study is requirement for WOC. In which country will be WOC performed.

Answer 4:

According to point 11.1 of the tender specifications the principle place of performance of the Framework Contract shall be at the Contractor's premises (working inside the country - WIC). In cases, where the performance of a specific contract shall take place outside the country where the Contractor's premises are located, this shall be considered as working outside the country – WOC.

WOC means working outside the country where the Contractor's premises are located; i.e. if the work needs to be performed at the National Regulatory Authority in Belgium and the Contractor is registered in Belgium these man-days shall be considered working WIC; if the work needs to be performed at the Agency's premises in Ljubljana, Slovenia and the Contractor is registered in Slovenia these man-days shall be considered working WIC.

The performance of a specific contract may take place outside the country where the Contractor's premises are located, i.e. meetings between the Agency and third parties (NRAs, EU institutions and other stakeholders), to which the Contractor may be invited, will be mainly organised in Ljubljana, Slovenia, but may take place also in other EU Member States.

The tenderers shall specify: only one price for A-level profile expert working outside country (WOC), only one price for B-level profile expert working outside country (WOC) and only one price for C-level profile expert working outside country (WOC).

According to section 11 of the tender specifications any expenses incurred by the Contractor within the framework of the performance of a specific contract (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 5:

Disaster recovery site. Is there any specific requirement for the min/max distance between two sites? Can disaster location be out of Slovenia?

Answer 5:

As indicated in point 16.8 of Annex I of tender specifications "*A secondary site is a location where an organization can easily relocate IT hosted or owned services following a disaster*". The secondary site may be located outside Slovenia but must remain within the borders of the Member States of the European Union. There is no specific requirement for the min/max distance between the primary and secondary sites, provided that all the requirements described in tender documentation of this call for tender, including but not limited to the expected service levels, are complied with.

Question 6:

Connectivity services. How many simultaneous VPN connections are required for point G10, 2.1.7. in Annex I.A ?

Answer 6:

This information is not known at the moment. The selected Contractor is expected to be able to deliver these services based on a request for services that the Agency may launch in the scope of the Framework Contract.

Question 7:

In regards to the above mentioned tender I have a request for clarification in regards to profiles education degree in Annex I_A_Technical specification chapter 3; for example in chapter 3.2 you have specified for Storage Area Network Engineer as minimum education University degree... OR post-secondary education attested by a diploma and a completed Storage Area Network certification path. Does this mean that old Slovenian education level 6/1 which is below Bologna level 1. (Telecommunications engineer - School Center for Post, Telecommunications and Economics) with additional HP or IBM storage certification is acceptable?

Answer 7:

According to the requirements specified in section 3, Annex I.A Technical specification, the old Slovenian education level 6/1 which is below Bologna level 1 (Telecommunications engineer - School Center for Post, Telecommunications and Economics) with additional HP and/or IBM storage certification is acceptable.