	Question received	Answer of the Contracting Authority
1.	Referring to tab "Cover" explicitly states that "Their financial offer includes all the costs arising from the technical aspects of the procurement documents". However, Annex B1 only allows to encode unit prices for man days per profile, equipment repair costs, and telecom. The simulation itself forecasts the required number of units and weighting factor. Also, Tender specifications §4.5 Financial offering states "Information already provided by the JUs in said annex is not binding; it is merely estimated needs, based on a scenario that allows direct comparison of tenders". How does JU expects the subscriber to express his financial offer for the work effort required by the RFP? Does the requirement for a 'separate price structure document' in 'Tender specifications 6.2.5.Financial offer' represents the formal subscriber financial engagement?	Indeed, section 4.5 "Financial offer (Pricing)" of the Tender Specifications indicates instructions to be followed by tenderers in drafting their financial offers: - *"Tenderers are required to quote the prices for the services under the scope of the present call for tenders using the Financial Model – Annex B1 to this document.* - *Information already provided by the JUs in said annex is not binding; it is merely a simulation of the JUs' estimated needs, based on a scenario that allows direct comparison of tenders ".* Section 6.2 "Financial Evaluation" of the same document describes furthermore how the financial offers will be evaluated. As mentioned in both of these sections, and in Annex B1 - Financial Model, the latter includes a sheet, called "Financial Evaluation" that generates a financial scenario which will be used in the evaluation stage of the procedure. This scenario is only for the purpose of evaluation and it represents a simulation. As also mentioned in section 6.2, the contracting authorities cannot commit themselves to ordering specific volumes or services, so an exact volume of the work is not foreseen, only the maximum capping of the price in total for all services tendered over the maximum duration of the framework contract. To this end, sections 4.8 and 3.10 also state that the framework contract is not an order for services and does not constitute a legal or financial commitment until a specific contract is signed by both parties.

			In terms of work effort, tenderers should forecast this as a part of the technical offer through the presentation of the work resources to be used. For example: when preparing the first document required for the technical offer - "Overall management of the contract", tenderers shall have to "*detail the resources you propose for the contract. Describe their roles and high-level work that you propose to assign to the team members based on the profiles described in the service requirement*". An overall (total) price for specific services to be provided will only be agreed at the moment of the conclusion of a specific contract with the successful contractor that will be awarded the framework contract, as follows: - the work resources necessary for the provision of the requested services (and depending on the type of service required) will be multiplied with the corresponding and applicable unit cost from the submitted financial offer (e.g. man-day, fixed unit cost or man-hour). No separate price structure is needed in the financial offer.
2.		Referring to tab folder "Financial Evaluation" Cell C85 "Management and Support Services Package 4y" formula takes into account the summation of cells (E12+E18+E24+E53+E59+E65) multiplied only with the #days in 1 year. Does the simulation then only considers an average of 55days / year (or 220 man-days in total for a 4 year contract term)? (For other costs, there is multiplication factor of 4 involved)	Indeed there is an errata in the formula, as it is missing the multiplication by 4. Therefore the formula should be (E12+E18+E24+E53+E59+E65)*C84**4** A corrigendum shall be issued and published on the webpage of the procurement procedure (http://www.fch.europa.eu/page/procurements).
3.		Referring to "§5 Elements requested for the technical proposal" expresses the need to provide descriptions for multiple concerns, examples reports, draft SLA, etc.	Section 5 of the Annex A.1 – Service Requirements has 3 sub-sections on the elements requested for the technical proposal.

	How does this request relates to the information to be provided for the annex 'A2 Technical evaluation questionnaire'? Does JU expects this info to be contained in a separated document? (Annex A2 has restrictions on the number of pages and requires to be self-contained, i.e. no reference to other information/documents)	In the second of them, sub-section 5.2 "Service Level Management": - tenderers are requested to present(submit) a draft SLA as a part of their offer, which should include all the elements described on pages 30-31 of this document; It must be noted that the template proposed by the contracting authorities in Annex B2 should be considered as a minimum reference. Even though the submission of a separate draft SLA is required, the SLA itself is not a document that will be regarded as a part of the technical offer package for evaluation (the technical evaluation will be done only based on the 7 documents expressly mentioned in Annex A.2) However, even though the SLA is not per se a part of the technical evaluation, please note that there is one element in relation to the SLA that is a part of the evaluation, which is included in the second document required by the Annex A.2, namely in the document "Servicedesk – Provisioning of end-user support" which will require to describe the approaches and procedures to be used to sustain the SLA. For more details, please refer to page 11 of Annex A.2.
4.	Annex A.1 Service Requirements: Referring to 3.7. Description of Future needs – Extended infrastructure projects: "5°) New virtual servers necessary for the JUs to manage project applications or for other specific needs may be requested from the new contractor (successful tenderer)". Are new virtual servers to be provided by the IaaS third party or by the successful tenderer? If to be done by the subscriber, does this also includes hardware and hypervisor licenses?	Any new virtual servers will be provided by the IaaS third party covering hardware and licenses, and is not required from the successful tenderer. As mentioned in section 3.7. Description of Future needs – Extended infrastructure project: "The winning tenderer will cover at no extra cost end-user support in relation to the services provided by such new servers." That is to say that if the contracting authority decides to acquire new virtual servers, it will be the successful contractor who will also cover the support services necessary for management of those servers.

		With regard to what are the services requested in relation to the possible new virtual servers, these are described under sections 2.4 and 3.4 of Annex A.1- Service Requirements.
5.	Annex A.1 Service Requirements: Referring to 1.2.2 (page 7) and 3 (page 15) concerning the hosting of servers using the IaaS cloud technology provided by a third-party supplier. To which level does the responsibility of the IaaS provider extends? Are changes to the virtual server resources – e.g. CPU, memory, disks – also managed by that IaaS provider or does the new contractor (successful tenderer) needs to handles those changes ?	The provision of the IaaS resources is the responsibility of the IaaS provider. In case of modifications to the server resource they are also managed by the IaaS provider. The monitoring, reporting and alerts management is also the responsibility of the IaaS provider. However the tenderer will have to work in close cooperation with the IaaS provider to handle properly the patching exercises, planned shutdowns or business continuity exercises affecting the availability of ICT services that fall under the scope of the services tenderer through this procedure.
6.	Annex A.2 Technical Evaluation Questionnaire: Referring to § 3.1.1. Overall Vision and Approach: Describe you approach to training, (…)". Does the question addresses the need for JUs staff training (e.g. organisation and provision of training sessions end users, or provide user training on SaaS services)	The requirement in this section addresses the possible need for training of staff of the contracting authority. It follows from the requirements mentioned in Annex A.2 Service Requirements, in the following sections: 1. section 3.1 - Servicedesk – Provisioning of end user support: *"The following requirements are essential: (…)* - *Knowledge transfer to end users: organisation and provision of training sessions to end-users."* (…) 2. section 3.5 - Voice and Telecom / PABX end-user support : *"Trainings: The JUs might request training sessions to be organised. 1. User- basic* • *Number of participants : max. 15* • *Place : on site* • *When : upon request* • *Duration : approx. 30 min*

		• Price : included in the proposal
		2. User- advanced
		• Number of participants : max. 5
		• Place : on site
		• When : upon request
		• Duration : approx. 2 hrs
		• Price : included in the proposal
		3. System Management - basic
		• Number of participants : max. 5
		• Place : on site
		• When : upon request after installation or configuration
		• Duration : approx. 1 day
		• Price : included in the proposal
		4. System Management- advanced
		• Number of participants : max. 5
		• Place : on site
		• When : upon request after installation or configuration
		• Duration : approx. 1 day
		• Price : included in the proposal
		5. Billing System
		• Number of participants : max. 5
		• Place : on site
		• When : upon request after installation or configuration
		• Duration : approx. 1 day
		• Price : included in the proposal".
		3. section 3.6 - Microsoft Cloud support services:
		- (...)"Must be able to provide user training on SaaS services". (...)
		4. section 4 - . DETAILED PROFILE DESCRIPTION
		(page 25, under the description of the main tasks of the Helpdesk Assistant):
		- (...) "He is responsible for documentation including updates on the associated system and user documentation and procedures, and for knowledge transfer to end users, being organization and provision of targeted on-the-job training to end users related to known problems.
		(This excludes formal end user training like Office classroom training or intervention on external premises.)"

		For the purpose of clarification and illustration we propose as an example the possibility to have training sessions organized for all staff (i.e. the end-users) following the introduction of new releases (e.g. Office 2016) or of new services (e.g. SaaS).