



Procurement Procedure for an IT Infrastructure Service Supplier Ref. EBA/2012/021/OPS/IT/RT

Clarifications 1
Date 9th August 2012

No.	Document Reference	Question	EBA Response
1.	PQQ	We cannot locate the PQQ on the website address specified in the contract notice.	The PQQ was published on the EBA and EIOPA website on 26 July 2012 at 11.30 BST. It was published on the website address specified in the Contract Notice.
2.	Contract Notice	We would [also] like to request a briefing session, if possible, to understand the criteria to be met by suppliers and the expectations from EBA towards potential partners.	A briefing session is not foreseen. Applicants must submit a completed PQQ. EBA and EIOPA will assess all PQQs and invite qualified companies to submit a tender.
3.	Contract Notice	Can you please confirm if the contract will be signed in, and managed out of the UK or Germany?	EBA and EIOPA will sign separate contracts with the selected IT Infrastructure Service Provider. The EBA contract will be managed out of the UK and the EIOPA contract will be managed out of Germany.
4.	Contract Notice	We are a company based in Mumbai, India. We are interested in participating in the tender mentioned above hence want to get more information about the same.	Please note that the PQQ, which contains all presently available information relating to the contracts, is available for downloading from the EBA and EIOPA website at http://eba.europa.eu/Aboutus/Procurement/Current-calls-for-tender-60000.aspx Regarding the countries that are eligible to participate in this tender please note that EBA and EIOPA are agencies of the European Union . Participation in this tendering procedure therefore is open on equal terms to all natural and legal persons coming within the scope of the Treaties and to all natural and legal persons in a third country which has a special agreement with the European Union in the field of public procurement under the conditions laid down in that agreement. Applicants should note that the contract is not covered by the Government Procurement Agreement. The procurement procedure is not open to tenderers registered in India.

5.	PQQ	<p>Our data centre operations are deployed only within the UK at present and taking into account EIOPA's desired European data centre reach to Frankfurt, wondered whether EBA and EIOPA will be open to a partial bid for only the 2 x London facilities for EBA?</p> <p>Or, would it be preferable to partner with another organisation located locally for the Rhein-Main area?</p>	<p>A partial bid for one location is not allowed.</p> <p>Companies are allowed to partner with another organisation to provide the service in London and the Rhein-Main area. Applicants should refer to Section 3.2 of the PQQ where all details of organisational information must be provided.</p>
6.	Contract Notice	<p>May I ask to forward me the specifications for the Contract Notice?</p>	<p>The procurement follows the "restricted tender procedure". It consists of the following 2 steps:</p> <ol style="list-style-type: none"> 1. Interested companies complete and return the Pre-Qualification-Questionnaire (PQQ). EBA and EIOPA will assess the economical, professional and technical capacity of each applicant as specified in the PQQ as well as administrative information as requested. The purpose of the PQQ is to gather the necessary financial and technical information to enable EBA and EIOPA to prepare a shortlist of eligible, qualified companies. 2. Following the assessment of the PQQ, the EBA and EIOPA will invite eligible and qualified companies to submit a tender. The detailed technical specifications and other relevant information will be provided to the eligible, qualified companies.
7.	PQQ	<p>Could you provide more information about the application landscape for this requirement?</p> <p>In particular we would like to understand why there is a requirement for the primary data centres to be within the London M25 ring and within 10km of the EIOPA office location in Frankfurt respectively.</p>	<p>The application layer is not in the scope of the tender.</p> <p>The primary data centre must be close to the office location of EBA and EIOPA respectively for logistical and technical reasons.</p>

8.	PQQ	Please would you confirm whether there will be a software support requirement for any of operating system, middleware or database?	Software support services are required for all services specified in Section 1 of the PQQ. This includes the operating system as well as middleware and databases if these are required for the performance of the service. Software support of application specific middleware or databases are not in the scope of the tender.
9.	PQQ	We have a Tier 3 Data Centre in Düsseldorf which is approximately 250km from the office in Frankfurt. Would this distance be acceptable?	Tenderers must adhere to the locations specified in Section 3.6.6 of the PQQ.
10.	PQQ	We have 3 Tier 3 Data Centre within the M25 and 2 suitable Data Centres in Germany, which are all compliant to ISO27001 and ISO9001 but have not been certified. They have been audited by our customers and by Ernest & Young in terms of compliance. There is a roadmap to gain compliance. Would this be acceptable?	Companies have to comply with the minimum requirements specified in Section 3.6.4 of the PQQ in order to qualify for the tendering stage.
11.	Contract Notice	Would it be possible to send us a complete official document?	Please see the answer to Question no. 6.
12.	Contract Notice	We would like to respond to the tender however I need to understand who will be the contracting entity and full address of the entity.	Please see the answer to Question no. 3.