

Template format Question/ Answer

Procurement procedure: EMSA/RES/01/2017

Question 01 (dated Tue 11/07/2017 12:32):

1. “Regarding the “Capability to support the services required, and to operate EMSA core technologies.”, the RFP states that:

- o *“A staffing adequate to support the core technologies under Paragraph 2. The 5 minimum requirements listed below apply, which combined form a system of 63 specific requirements. The candidate must fill in Enclosure A.2 with all the required information. This should be attached in Excel format to the electronic version of the tender. Enclosure A.2 automatically implements visual checks to offer data input validation. These visual checks however do not constitute themselves the validation of the requirements, and do not substitute or invalidate the written list of requirements reported below, which is the only one to be considered.”*
- o *“Each core technology identified in Paragraph 2, and listed in Enclosure A.2 (20 in total), must be supported by at least two different staff members, one of which must also be deployable to Lisbon and Madrid on request “*
- Should we consider that each one of the core technologies (20) and all their specific components (58) must be covered by at least two resources? For example, in the Microsoft systems (Active Directory, Exchange, SharePoint, File servers, .NET applications, MSSQL, Office365) we must be sure that at least two of the staff members can support Exchange, two resources can support SharePoint , etc... Is this understanding correct?

2. Regarding “Business Continuity Arrangements” section:

- o Should the Business Continuity Arrangements (BCA) contain information about RTOs (Recovery Time Objective) and RPOs (Recovery Point Objective) or should they only include information about organizational issues and roles and responsibilities considering the response times and the locations?.

Answer

1. The bidder’s answers must be as detailed as possible. The request is to cover with at least 2 staff members each "core technology" (20 are listed). There is not a requirement to cover each of their specific components (58 are listed), which are given more as an example to scope the "core technology" macro areas themselves. However companies might want to give more details to better map their proposed team's capabilities.
2. The bidder’s answers must be as detailed as possible. Therefore, providing information about RTOs and RPOs would be considered and evaluated accordingly.

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Requests for additional information regarding this tender should be sent by e-mail to the following address **Res012017@emsa.europa.eu**. Requests for additional information received less than six working days before the closing date for submission of tenders will not be processed.

The deadline for submission of the bids of this tender is 31st July 2017.

The responsibility for monitoring the Agency's website for replies to queries and/or further information remains with potential applicants.