Publications Office

Directorate R — Resources
Calls for tender and Contracts Unit

Luxembourg, 7 May 2010
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Ref: JK - Add info 4

FAX + REGISTERED LETTER

Object: Invitation to Tender n° 10236 - Additional Information n° 4 (ref: 234 568, 259 193 and 237 303)

Dear Sir or Madam,

Concerning the above-mentioned Invitation to Tender, after having received questions from tenderers, we are informing you of the following:

Q1: Point 4.1.5 of the Specifications states: "A line to the Publications Office's network is necessary for the Contractor to access internal versions of the online sources. The Contractor must have a broadband line of 1 megabit minimum...". Is there a specific requirement for a leased line between the Contractor and the Publications Office, or can the required connectivity be achieved by a non-dedicated Internet connection?

A1: There is no specific requirement for a leased line between the Contractor and the Publications Office; the connection can be implemented by other means as long as the Contractor has a quick access to the Publications Office's websites and to its specific profiles, such as an admin access for TED, for example.

Q2: Point 4.1.5 of the Specifications also states:

"A specific phone number is necessary for each of the following products:

- CORDIS;
- Document delivery/EUDOR;
- SIMAP;
- EUR-Lex and TED Licences."

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This implies that at least one additional single telephone number is necessary to receive all the other requests. Please confirm.

A2: No. For the other products, users contact the help desk only by e-mail or by post, not by telephone. The e-mail address is an address of the Publications Office. The Contractor has access to the respective mailboxes via Internet.

Q3: In connection with the previous question, will the required telephone numbers be in fact Publications Office's numbers (2929 *nnnnn*) with automatic diversion to corresponding numbers established by the Contractor, or must the Contractor establish telephone numbers which will be directly dialled by the Helpdesk users?

A3: The required telephone numbers are the Publications Office's numbers which are redirected to corresponding numbers in the Contractor's office.

Q4: With regards to point 4.1.4 of the Technical specifications, could you please confirm that the helpdesk services must be provided also on 1 May (Labour Day)?

A4: No, the helpdesk services are not to be provided on 1 May. Another official public holiday in Luxembourg which is not mentioned in the Specifications is 23 June (Luxembourg National Day) so the days which will be considered holidays when no service is required are: New Year's Day, Easter Monday, Labour Day, Ascension Day, Whit Monday, Luxembourg National Day, Assumption Day, All Saints' Day, Christmas Day and Boxing Day (according to the Luxembourgish calendar).

Q5: With regards to point 4.1.5 of the Technical specifications, in particular the paragraph concerning the answering machine which is required for the telephone lines, does the answering machine have to be on also outside the working hours indicated in point 4.1.4?

A5: Outside the working hours and on days when the helpdesk services are not required as indicated in point 4.1.4 of the Specifications (including 1 May and 23 June) the answering machine will give a message informing the caller of the unavailability of the service and of the working hours on the following working day. It will also offer the caller the possibility of sending his/her request by e-mail.

Q6: With regards to point *D. Telephone calls* on page 30 of the Technical specifications, could you please confirm that all of the telephone calls have to be recorded? Are all the telephone conversations with the clients subject to registration (for example a follow-up of an EU

Bookshop order or telephone assistance), or does it apply only for incoming requests by phone?

A6: The registration of calls is done only for incoming calls. All of the incoming calls in relation with the phone numbers indicated to the users for the individual products have to be registered and recorded. The follow-up of orders, for example, is not concerned because these requests are provided by e-mail.

Q7: With regards to point 4.2.2.1 of the Technical specifications, is the Contractor going to receive the "knowledge database" which is being used for the current contract?

A7: Yes, the Contractor will receive the content of the current knowledge database as well as the standard replies (see point 4.8 of the Specifications).

Q8: With regards to point 4.8 of the Technical specifications, is the documentation transmitted to the Contractor by the Publications Office subject to indexation?

A8: No, there is no indexation of the documents transmitted to the Contractor.

Q9: Can you describe the telephone network envisaged for the treatment of telephone calls within the scope of this service?

<u>Incoming calls</u>

1. The client calls the Office in Luxembourg and the call is automatically redirected to the service provider, who bears only the expenses related to the connection with the Office.
2. The client calls directly the service provider, who only ensures the attribution of the numbers required by the Contract (4+1) by his local telephone operator.
3. The client calls a national number and the call is redirected to the service provider (directly as described in point 2, or indirectly via the Office as described in point 1).
4. Other.

<u>Outcoming calls</u>

1. The service provider uses a dedicated line of the Office in Luxembourg and bears only the expenses related to the connection with the Office.
2. The service provider bears the expenses of the communication with the clients.

3. The service provider bears the expenses of the communication with the clients and invoices the Office for those expenses.
4. Other.

A9: For incoming calls, scenario *4. Other* applies: the client calls the Office in Luxembourg and the call is automatically redirected to the Contractor. The expenses related to the redirection of phone calls are born by the Publications Office.

For outcoming calls, scenario 2 applies: the service provider bears the expenses of the communication with the clients, which have to be included in the fixed monthly fee.

Q10: In point 4.2.2 of the Technical specifications it is mentioned several times that the service provider can provide the answers by means of post. How are the answers supposed to be sent:

a) By registered letter?

b) By ordinary post?

Who bears the postage costs?

c) The Office upon submission of relevant documents?

d) The service provider? If the service provider bears the postage costs, how many answers by post shall we include in the price of the services?

A10: When requests are sent by post, they arrive at the Publications Office. Afterwards, they are transmitted to the Contractor by e-mail who forwards the replies to the Publications Office also by e-mail. The Publications Office checks the replies and then sends the official replies to the user.

Q11: Page 25, concerning the connection between the Contractor and the Publications Office: which type of connection of the Contractor to the Publications Office's network is envisaged (a line, dedicated, Internet access, other)? In either case, can the Publications Office provide technical elements for this connection?

A11: See A1 above. The Publications Office will take care only of administrative procedures concerning internal access for the Contractor to the products in question (see also A12 below).

Q12: Page 25, concerning the connection between the Contractor and the Publications Office: is there an administrative procedure to implement the connection between the Contractor and the Publications Office? If so, can the Publications Office provide estimated average deadline for the authorisation and implementation of this type of connection?

A12: Yes, the Publications Office will establish administrative procedures to allow the Contractor internal access to the products in question. Access to all of the products concerned will be available at the beginning of the Contract.

Q13: With regards to telephone calls, helpdesk numbers are sometimes toll-free numbers or numbers of the Publications Office. Is this approach going to be preserved for the future contract? Could that mean that the Publications Office will be an obligatory point through which all the incoming and outgoing calls will pass?

A13: Yes, see A3 and A9 above.

Q14: As for e-mails, the contact e-mail addresses of the help desk are those of the Publications Office of the following type: "@publications.europa.eu". Is this approach also going to be preserved? If so, can the Publications Office provide some explanations (technical aspects, software, authorisation, etc.) as to how its e-mail service is going to be linked to the Contractor's?

A14: The requests are sent to the mailboxes of the Publications Office. The Contractor has an access to these mailboxes through the Internet (see also A2 above).

Q15: Does the sentence "The conversations must be registered [...]" on page 26 concern the registration of telephone conversations? Providing this interpretation is correct, which legal framework applies?

A15: Yes, all the incoming phone calls must be registered for the purposes of quality control. The rules to be applied for this registration are based on Regulation (EC) N° 45/2001 of the European Parliament and of the Council of 18 December 2000.

Q16: Page 26, concerning the sentence "The existing database will be placed [...]": we understand that the Contractor will take over the existing database. Can the Publications Office provide technical criteria for the take-over of this database (name of the product in use, technologies, volumes, etc.)?

A16: Only the contents of the existing registration archive will be placed to the Contractor's disposal. The data will be provided on a CD, in Access format. The Contractor will then use a tool of his choice. The volume corresponds to the total of requests over the last four years, as mentioned in the statistics. The current volume is slightly more than 1.5 GB.

Q17: Concerning the knowledge database, does the Publications Office use a particular product in this field of knowledge management, or is the Contractor free to provide his own solution/approach?

A17: The Contractor will provide its own tool for the knowledge database.

Q18: Page 27, concerning the sentence "The Contractor will serve as [...]", and in particular the transmission of requests to other services (DBM, systems support), is it necessary to use a specific tool (for example "ticketing")? If so, can the Publications Office provide details?

A18: No specific tool has to be used. Requests sent to the second level help desk (Publications Office's services) are only updated in the archiving database of the Contractor (the request is registered and the transmission to the specific service is registered in the same ticket, but the request is not closed until the specific service has replied).

Q19: Page 34, concerning the deadline of 5 days to provide a report in case it is rejected: we propose to change the deadline of 5 days to provide a new report to "the maximum of 6 days". Can the Publications Office accept this proposal?

A19: No, the Publications Office will keep the deadline of 5 days.

Antonio CARNEIRO
Head of Unit