Publications Office

Directorate R — Resources
Calls for tender and Contracts Unit

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Ref: JK - Add info 6

E-MAIL + REGISTERED LETTER

Object: Invitation to Tender n° 10236 - Additional Information n° 6 (ref: 284 622, 285 944, 285 971, 259 677, 286 893, 260 787 and 287 534)

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: How many different standard answers are there in the knowledge database? Could you provide detailed information about the languages which the knowledge database contains?

A1: There are about 50 standard answers (see also A2 in Additional information N° 5), which, in principle, are in all of the 23 languages. Nevertheless, some of the answers are only in English.

Q2: We refer to page 28/61 of the Specifications: could you please indicate if the types of answers "Complete reply" and "Reply to general request" both correspond to a specific answer (or to a specific answer and a standard answer)?

A2: A complete reply can be understood in the same way as a "specific answer".

A reply to a general request could be understood as a standard answer, which is based on the information contained in the knowledge database.

Q3: We refer to page 28/61 of the Specifications: concerning the deadlines: it is said that the deadline for complex requests is 1 hour maximum

for 90% of cases ("Sending of a holding reply and transferring the request to the service concerned within one (1) working hour from the time of receipt at the Contractor's location"). Does this deadline concern only the three languages (EN, DE, FR), or all the questions written in any other language?

A3: The deadlines for 90% of requests shall be as follows: the deadline of one (1) working hour shall apply to EN, DE and FR only; for the other languages, it shall be twenty-four (24) working hours. The maximum deadline for all the 23 languages shall be twenty-four (24) working hours.

Q4: We just noticed a mistake in the Estimation form. The price for position 6 (Hand-over) that you need to insert in the Price schedule sheet is not transferred to cell G 124 on the Estimation form sheet. In the estimation form, the "subtotal 5" in line 136 (Additional trainings) is not part of the "Total for one year" in line 137. Could you please send us a corrected Price schedule?

A4: Please find the corrected Price schedule and Estimation form in the attachment. It is also available on the following website: http://www.publications.europa.eu/tenders/our/index_en.htm

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Q5: Concerning answer 2 in Additional information N° 5 you mention that the current knowledge database contains 50 standard answers. Can we presume, with regard to the updating strategy of the knowledge database, that those 50 standard replies enable responding to a set of standard questions which represent 65% of the help desk activity?

A5: Yes, these standard replies normally cover most of the citizens' questions. The Publications Office will give the Contractor some documentation and training for each product to answer the Contractor's questions, before the beginning of the Contract. During the first weeks after the beginning of the Contract, there will be a probation period to detect any problems that may occur (see points 4.6 and 4.7 of the Specifications).

Q6: **(a)** Is the leased line a direct link to the Publications Office VOIP based phone server?

(b) Is the VOIP protocol used by the Publications Office VOIP Server a SIP protocol? If not, please precise which mechanism is expected.

(c) Is the VOIP protocol using authentificated trunk? If not, please precise which mechanism is expected.

(d) Is the VOIP protocol using simple call peer to peer? If not, please precise which mechanism is expected.

e) Is the connection to the Publications Office's phone server based on ISDN connection? If yes, please specify the kind of connection (BRI dual, BRI quad, PRI).

A6: **(a)** No, the leased line is not for a phone server.

(b) No VOIP connectivity between the Publications Office and the Contractor is foreseen. The telephone deviations to the Contractor's telephone numbers are via the public switched telephone network.

(c) No VOIP connectivity is foreseen [see answer (b)].

(d) No VOIP connectivity is foreseen [see answer (b)].

(e) No direct telephone connection between the Publications Office and the Contractor is foreseen. The telephone deviations to the Contractor's telephone numbers are via the public switched telephone network.

Q7: With regards to the requests concerning problems with availability of the EUDOR documents on page 29/61 and the complex requests in point C on page 30/61 of the Specifications: do we have to translate the requests into French or English before transmitting them to the Publications Office ("Working languages", p. 26/61)?

A7: Yes, the requests have to be translated into the working languages as specified in point 4.1.9 (see also A3 above).

Antonio CARNEIRO
Head of Unit