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TO: All Bidders

FROM: Sally Alvarez De Schreiner  
Chief, Procurement Services Section

DATE: 16 March 2023

REF.: RFP No. 2023-0028/RAHMAN <sup>9-1</sup>

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SUBJECT: **Clarifications No. 1**– RFP No. 2023-0028/RAHMAN:  
“Provision for Cloud Infrastructure Support Services on Call-off Basis”

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Dear Bidders,

Please find attached the Clarifications No. 1 to queries raised by interested bidders in respect of RFP No. 2023-0028/RAHMAN: “*Provision for Cloud Infrastructure Support Services on Call-off Basis*” (the “RFP”).

Please take this response into account in the preparation and submission of your proposal.

We are looking forward to receiving your proposal prior to the submission deadline on **7 April 2023, 17:00 hours, Vienna (Austria) local time.**

Kind regards



Sally Alvarez De Schreiner  
Chief, Procurement Services Section

*Attachment:*

- *Questions and Answers – Clarifications No. 1*

Item#	Question	Answer
1	Could you please define in more details the types of ‘software development’ that is expected to be undertaken?	In reference to section 2.2 “Cloud Infrastructure Support Services” of the Terms of Reference, types of the software development under this procurement includes writing terraform modules and their tests using the terratest framework (Go), Scripting and/or writing minimal software using Lambda functions (possibly in Python), and Possibly basic API software in Go/Python.
2	We appreciate that there will be a maximum of 150 days per year but the potential for 0 days to be used throughout the life of the project however how much notice will be provided for the days to be utilized? We have other live projects and would need to understand from a resourcing perspective and availability of staff?	In reference to section 2 “SCOPE OF WORK” and section 5.2 “Methodology approach” of the Terms of Reference as the work is organized in sprints, we could provide that notice one sprint in advance or two if requested by the Contractor.
3	Regarding the 3 days per week of on-site work being decided upon during the progression of the project, what is the overall expected amount of time for on-site working?	In reference to section 5.3 “Place and duration of the Work” of the Terms of Reference, the overall amount of time for on-site work is expected to be 20 days per year.
4	Would you require the same resource to be available throughout the project or are you happy for multiple resources (with the same experience and skillset) to be utilized?	It is acceptable to have different resources with the same set of skills, but please note that the onboarding period (Section 5.2 of the Terms of Reference) is considered only at the beginning of the project. Then it will be up to the Contractor to provide internally the proper knowledge handover.
5	The Commission’s Model Contract and its Annexes A – B have to be accepted as-is OR can certain terms be discussed? According to our legal experts we cannot accept infinite liability. Liability needs to be limited to an upper limit (e.g. 50% of the value of the services already delivered); For certain other passages we request slight modification as well.	Please note that full acceptance of the Commission’s Model Contract and its Annexes (A - B) is required. Pursuant to Section 13(c) of the Instructions for Preparation and Submission of Proposals, the Contract will be awarded to the bidder who receives the highest combined technical and financial score, <u>subject to contractual acceptability [emphasis added]</u> . As per Section 14 of the Instructions for Preparation and Submission of Proposals, the Commission reserves the right to enter into negotiations regarding technical or commercial aspects of the Proposal before awarding the

		contract under this RFP. This may be undertaken only in exceptional cases to the best interest of the Commission.
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