



EUROPEAN MEDICINES AGENCY
SCIENCE MEDICINES HEALTH

12 December 2012
EMA/748793/2012

Questions and answers relating to Open Tender – EMA/2012/21/IS

Table of contents

Questions and answers	2
Document history.....	7



Questions and answers

No.	Question	Answer
1	Please state the scope, size and terms of engagement with the I.T. Services team, and forward any relevant documentation relating to the areas of scope and their split between the IT and AV teams?	The scope of the services is clearly defined in the technical specifications. The engagement with the I.T. Services team will be discussed with the successful tenderer.
2	Please also state where the split of responsibility lies between IT and AV in relation to; • Streaming Services infrastructure, hardware and support. • Video Conferencing Infrastructure and support – including available MCU's, Gatekeepers and Telephone Directory and dialling plan. • What audio & web conferencing software is used and the AV/IT split.	Streaming services: This is the exclusive responsibility of IT. Video conferencing infrastructure oversight and strategic planning is the responsibility of IT. Daily operation, maintenance and meeting support of VC is handled by AV. Web conferencing uses Adobe Connect with Meeting One for integrated audio. This is the responsibility and is managed and supported by IT. For small audio conferences which do not require a virtual meeting, the Agency operates a Miton Meet & Talk conference bridge. Further details of the system can be found at the following website: http://www.miton.co.uk/Welcome/audio_conference_meetntalk1.html
3	Please specify the helpdesk software the AV support team will be required to use? Please also confirm that this helpdesk software is supported by the IT team?	The AV support team use a system called Infra Enterprise version 8. This software is supported by the ICT team.
4	Please state whether a support contract for TMS is in place and up to date with relevant provider (CISCO)?	Currently the Agency's TMS system is not covered by the maintenance contract.
5	Please also state the level of helpdesk software training that will be available to AV Service support teams?	The AV support team will be given the necessary and appropriate training on the Agency's' helpdesk software.
6	Please specify where the physical location of the required helpdesk is placed, especially in relation to the required serviceable rooms?	The main meeting rooms are located within the 1 st , 2 nd , 3 rd and 4 th floors. The Helpdesk is located on the 2 nd floor, within the

No.	Question	Answer
		technician's control room.
7	Please specify if all staff are located in the same space, and if there is room for "hot-desk" type additional staff, as demanded by the service.	All staff are located at the Agency's premises at 7 Westferry Circus. There are no hot desking facilities for additional staff who, if required, will be accommodated where appropriate.
8	Please state what recording and playback software is used, in the UK and globally?	Output format is H.264. Recording, playback and post production is the responsibility of IT.
9	Please state what if any IPTV/Signage system is used for areas such as the restaurant? Please state that responsibility for addition of content lies outside of the scope of this tender?	There are 8 screens distributed on breakout areas and restaurant displaying internal information news and meeting room availability. The scope of this tender relates only to the screens itself. The content & software are not within the scope of the contract.
10	Please state if there is a rolling refresh programme for equipment of older than three to five years?	There is not a rolling refresh programme in place.
11	Please state who, if any the current incumbent is, and how long they have held the contract for?	The current incumbent is Impact Marcom Limited and the contract is expiring on 29 April 2013
12	Please also state the reason for the 20 month contract period?	It is expected that in August 2014 the Agency will have relocated to new premises with new technical equipment which will be under warranty. A new tender procedure will be carried out for the new site.
13	Please also state if there is an option to extend the length of the contract, beyond the potential six month exit and review period mentioned?	The Agency cannot extend the contract beyond its limit.
14	Please state if the IT Disaster recovery and Business Continuity plans will be provided to the tender winner. This is in order that scope for the AV Disaster Recovery and Business Continuity plans can be correctly detailed, and dovetail with existing strategic plans and architecture.	The business continuity plan for service providers will be provided when the contract is signed.
15	In the tender documentation it states that the incoming tenderer must take on	The three existing technicians working onsite are part of the

No.	Question	Answer
	the three existing employee's – please clearly state if these people will remain EMA employee's or become the tenderers employee's? I note that no information has been given in respect of Pay Review Dates. Each member of staff is entitled to a £15 "Extra Mile" award. I assume this is given when staff get some formal recognition of their efforts. Is this something that is recharged to the Agency on an ad hoc basis or something that is borne by the vendor?	outsourced service contract with Impact Marcom Limited and are not employees of the Agency. In accordance with the UK law, TUPE might apply when and if a contract is concluded with a new company if it is not the incumbent and this is a matter between the outgoing and incoming contractor only. In accordance with the information provided by the incumbent, the technicians' salary reviews take place in January each year (Annex XI of the technical specifications has been updated to include this information). Please note that all the cost of the proposed on-site staff is to be included in tenderers' final financial proposal using the costing sheet included in the technical specifications i.e. staff's awards will not be recharged to the Agency separately.
16	Please state what if any EMA HR assistance can be expected in order to change the staff's contracts, conditions of service and terms of employment?	Not applicable. The current on-site technicians are not the Agency's employees and this would be a matter between the outgoing and incoming contractor only.
17	Please state if the tenderer will receive a full and comprehensive account of said staff's current contracts, up to date CV's and any performance management and review information appropriate to these employee's.	The Agency has disclosed the relevant information as required at this stage in the technical specifications. Further details related to the incumbent's current staff are a matter between the incumbent and incoming contractor that should be dealt with at a later date upon the contract award.
18	In regards the currently used Freelance broadcast/multimedia and web conferencing support staff which are brought in - are the same regular people routinely used, and if so, will their details will be made available to the	The broadcast/multimedia and web conferencing support staff are the same regular people.

No.	Question	Answer
	tenderers as potential additions to the full time service team, under the successful tenderer?	These staff are provided through the outsourced contract with Impact Marcom Limited.
19	In Annex IV point 2 you have asked for maintenance pricing for the existing equipment, along with repairs and loans. However in the Costing Sheet Annex V there appears to be no space for this price. Please advise if you wish for me to amend the Costing Sheet, or if you wish me to add this price separately as a note.	Please note that the Agency has not asked for maintenance pricing for the existing equipment, along with repairs and loans. The costing sheet in the Annex V of the technical specifications should therefore not be adjusted. For clarification purposes the Agency would like to note that the price for loan equipment is to be included in the pricing for "Maintenance and equipment repair" included in the costing sheet.
20	I missed the visit to your premises on the 20 November 2012 and was wondering if it would be possible to make a visit on another day?	There will be no additional information visit. However, minutes from the information visit of 20 November 2012 can be found on our public website.
21	Is there any equipment in rooms 1D, 3D, 5A, 5C, 6A and Function Room that require support and if so could a list please be supplied?	The tenderer will be required to support all meeting rooms. In respect to maintenance of the equipment, irrespective of location, the tenderer is required to quote for the maintenance of the list of equipment included in Annex II of the technical specifications.
22	Are there any existing maintenance contracts running on the equipment shown in Annex II and if so when do they expire?	All equipment which is maintained is currently maintained under the contract with Impact Marcom Ltd., which expires on 29 April 2013.

No.	Question	Answer
23	Some of the equipment listed is no longer available commercially. Would it be acceptable to provide compatible equipment or equipment of a comparable function?	Currently the Agency does not foresee the replacement of the existing working equipment. However, should the equipment need to be repaired or replaced, compatible or comparable equipment would be acceptable.
24	With regards to the pricing schedule we have been advised that the Panasonic TH-50BT300U has been discontinued and replaced with the Panasonic TH-50PF50E. Can you please confirm that it is acceptable to provide pricing for this new model?	Following a conversation the Agency had directly with Panasonic UK, it has been confirmed that the Panasonic TH-50BT300 has not been discontinued and it can be purchased from Panasonic UK or other authorised resellers.
25	Do you have the Crestron Programming Code for the existing units?	The Agency as well as the incumbent have a copy of the latest version of the Crestron code for each meeting room with these facilities. These will be supplied to the winning tenderer as part of the handover procedure.
26	You state that you require 2 preventative maintenance visits in the duration of the contract. Are we correct in assuming these will be in the first 12 months prior to the maintenance being no longer required?	Two preventive maintenance visits are foreseen for the first year of this contract.
27	Annex XI – States “Note that, currently, broadcasting/multimedia and web conferencing/virtual meetings support is provided as a freelance resource. This tender envisages that this service will be provided full-time as part of the technical support team.” Do you have historic figures both costs and associated number of meetings?	During 2012, the Agency had 550 Virtual meetings (accurate to 31 October 2012), 19 days of simultaneous Broadcast and recording, 51 days of Recording and 139 days of Broadcast. Please note that these figures for multimedia do not include post production activity, i.e. editing or encoding. The Agency cannot provide cost information.
28	Please explain what the “Extra Mile” award is and the number given to the current support team?	The Agency is not involved in these payments nor does the Agency contribute to these payments. Please refer to Question 15 above.

Document history

Version	Who	When	What
0.1	Marcelo Nahmijas	29/11/2012	Answering questions about operational, tender and employees queries.
0.2	Marcelo Nahmijas	10/12/2012	Answering questions 21, 22 and 23
0.3	Marcelo Nahmijas	11/12/2012	Answering questions 25, 26, 27 and 28