

Mateja VAVTAR (ACER)

From: Avdagič Daniel <daniel.avdagic@telekom.si>
Sent: 01 July 2016 21:44
To: ACER-OP-MMD-04-2016
Cc: Nebec Andrej
Subject: Re: Telekom Slovenije: request for Agency's security policies

Dear All,

I would like to confirm the receipt of Agency's security policy documentation.

Thank you.

Best regards,
Daniel Avdagic

Sent from my iPhone

On 01 Jul 2016, at 21:12, ACER-OP-MMD-04-2016 <ACER-OP-MMD-04-2016@acer.europa.eu> wrote:

Dear Mr Avdagič,

Following your request for Annex I.I (Agency's security policies) which was accompanied by a signed and dated non-disclosure declaration, as required in point 4.4(c) of Annex I Tender specifications of the invitation to tender no. ACER/OP/MMD/04/2016, please find attached the Agency's security policies, namely (a) Decision AB n° 13/2015 of the Administrative Board of the Agency for the Cooperation of Energy Regulators of 17 September 2015 establishing security measures and procedures in the form of a Security Policy and an operational Security Manual and (b) Decision of the Agency for the Cooperation of Energy Regulators No 01/2015 of 10 February 2015 on REMIT Information Security Policy.

Please note that the documents mentioned above are the sole property of the Agency and are provided without prejudice and for the exclusive use of the tenderer.

You are kindly requested to confirm the receipt of this email and its attachments.

Sincerely Yours,

Agency for the Cooperation of Energy Regulators
Trg republike 3, 1000 Ljubljana, Slovenia
www.acer.europa.eu

***** **DISCLAIMER** *****

The information and views set out in this email are those of the author and do not reflect the official position of the Agency for the Cooperation of Energy Regulators, unless expressly stated otherwise in written. This electronic message and all its annexes are intended to be read or used solely by the addressees. They may be confidential, privileged or otherwise protected from disclosure. If you receive this message by mistake, please contact the sender and immediately delete the message, including its annexes, from your system; you should not copy the message, including its annexes, or disclose its contents to any other person or organisation. Any publication, reproduction, copying, distribution, dissemination or use is prohibited without express permission. The sender cannot be held responsible for a change in its message, including its annexes that would result from its electronic transmission.

From: Avdagič Daniel <daniel.avdagic@telekom.si>
Sent: Tuesday, June 28, 2016 11:04 AM
To: ACER-OP-MMD-04-2016
Cc: Nebec Andrej
Subject: Telekom Slovenije: request for Agency's security policies

Dear All,

We would like to receive Agency's security policies.

In attachment I am sending you our signed NDA.

Thank you in advance,

Best regards,

Daniel Avdagič

Daniel Avdagič

Sektor za prodajo

T: 02 333 2490, M: 051 680 820, www.telekom.si



Telekom Slovenije

Pravni pogoji / Legal disclaimer
Telekom Slovenije d.d. / Ljubljana

<Dokument.pdf>

<ACER Decision 01-2015 on REMIT Information Security Policy.pdf>

<DECISION AB-13-2015 establishing security measures and procedures in the form of a SP and an operational SM.pdf>

Mateja VAVTAR (ACER)

From: ACER-OP-MMD-04-2016
Sent: 01 July 2016 21:13
To: daniel.avdagic@telekom.si
Cc: Nebec Andrej; ACER-OP-MMD-04-2016
Subject: Fw: Telekom Slovenije: request for Agency's security policies
Attachments: Dokument.pdf; ACER Decision 01-2015 on REMIT Information Security Policy.pdf; DECISION AB-13-2015 establishing security measures and procedures in the form of a SP and an operational SM.pdf

Importance: High

Dear Mr Avdagič,

Following your request for Annex I.I (Agency's security policies) which was accompanied by a signed and dated non-disclosure declaration, as required in point 4.4(c) of Annex I Tender specifications of the invitation to tender no. ACER/OP/MMD/04/2016, please find attached the Agency's security policies, namely (a) Decision n° 13/2015 of the Administrative Board of the Agency for the Cooperation of Energy Regulators of 17 September 2015 establishing security measures and procedures in the form of a Security Policy and an operational Security Manual and (b) Decision of the Agency for the Cooperation of Energy Regulators No 01/2015 of 10 February 2015 on REMIT Information Security Policy.

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From: Avdagič Daniel <daniel.avdagic@telekom.si>
Sent: Tuesday, June 28, 2016 11:04 AM
To: ACER-OP-MMD-04-2016
Cc: Nebec Andrej
Subject: Telekom Slovenije: request for Agency's security policies

**DECISION OF THE AGENCY FOR THE COOPERATION OF ENERGY
REGULATORS No 01/2015**

of 10 February 2015

REMIT INFORMATION SECURITY POLICY

THE AGENCY FOR THE COOPERATION OF ENERGY REGULATORS,

HAVING REGARD to Regulation (EC) No 713/2009 of the European Parliament and of the Council of 13 July 2009 establishing an Agency for the Cooperation of Energy Regulators¹,

HAVING REGARD to Regulation (EU) No 1227/2011 of the European Parliament and of the Council of 25 October 2011 on wholesale energy market integrity and transparency² (REMIT), in particular Article 12(1), first and third subparagraph, thereof,

HAVING REGARD to the Commission Implementing Regulation (EU) No 1348/2014 of 17 December 2014 on data reporting implementing Article 8(2) and Article 8(6) of Regulation (EU) No 1227/2011 of the European Parliament and of the Council of 25 October 2011 on wholesale energy market integrity and transparency³,

WHEREAS:

- (1) The Agency should ensure the operational reliability, confidentiality, integrity and protection of the information received pursuant to Article 4(2) and Articles 8 and 10 of REMIT and take all necessary measures to prevent any misuse of, and unauthorised access to, the information maintained in its systems.
- (2) The Agency should identify sources of operational risk and minimise them through the development of appropriate systems, controls and procedures.
- (3) It is appropriate to establish operational procedures and measures to ensure that all activities which require handling of information collected under REMIT obligations are covered by a comprehensive security system for protecting it.
- (4) The Agency has implemented its REMIT Information System (ARIS) and the Information system for management and/or sharing of REMIT Case information to meet REMIT obligations on wholesale energy market data collection, market monitoring and data sharing.

¹ OJ L 211, 14.8.2009, p.1.

² OJ L 326, 8.12.2011, p.1.

³ OJ L363, 18.12.2014, p.121.

Article 1

The Agency's REMIT Information Security Policy, as annexed to this Decision, as per Annex I and II, is hereby adopted.

The EU classification of REMIT information in the Agency's REMIT Information Security Policy is suspended and will be subject to a separate Decision on the EU classification of REMIT information.

Article 2

1. The Head of the Market Monitoring Department is mandated to adopt measures of management and administration to assign roles and responsibilities, to implement and operate the policy and to ensure compliance with the policy in the Market Monitoring Department in order to implement this Decision.
2. The measures identified in the first paragraph of this article shall be communicated to the Director prior to their adoption.

Article 3

This Decision shall enter into force on the date of its signature. This Decision shall be communicated to the staff, brought to the attention of the Staff Committee and published on the intranet of the Agency.

Done at Ljubljana on 10 February 2015.

For the Agency:


Alberto Pototschnig
Director

This information security policy is aimed to ensure:

- Confidentiality
- Integrity, and
- Availability

of REMIT information and underlying assets against threats, whether internal or external, deliberate or accidental.

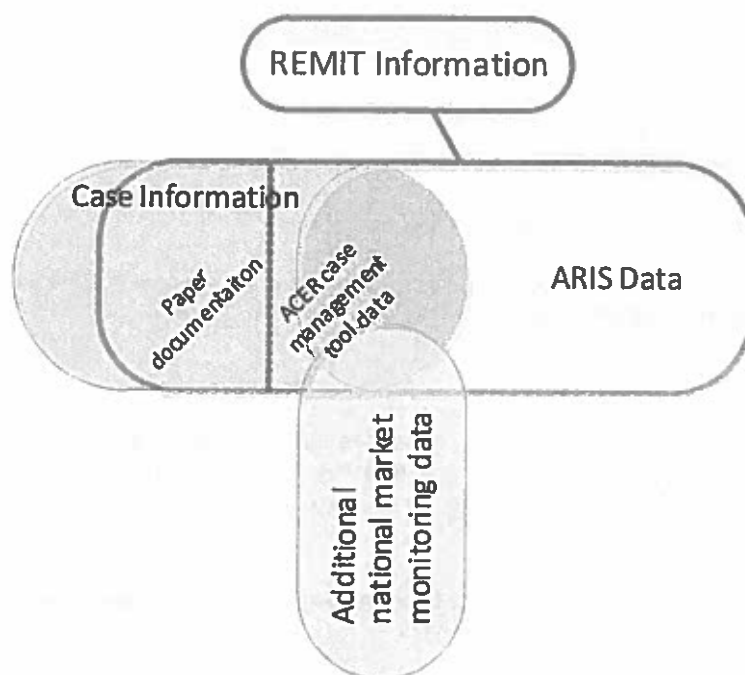


Figure 2 - REMIT information

Please refer to the chapter Definition of terms for a detailed description of various data groups represented in **Figure 2 - REMIT information**.

Policy Scope

All processes, activities and assets implemented to enable the Agency to fulfil REMIT framework responsibilities are within the scope of this information security policy, especially:

1. Market surveillance and analysis;
2. Case handling;
3. Case support;
4. Reporting;
5. ARIS and CASE management tool governance and management;

- Requirements
- Implementation guidance

Basic principles and requirements laid down in each policy are applicable to collection, storing, processing and sharing of REMIT information and are binding on all organisations in scope.

Any implementation guidance is intended to assist in meeting the requirements and is binding on ACER and not binding on other organisations. Some requirements in the implementation guidance are presented in tables according to sensitivity marking level.

Note: Requirements listed under the implementation guidance for higher sensitivity marking levels are required in addition to all requirements listed for lower sensitivity marking levels. Empty requirement means no additional requirement to previous sensitivity marking level.

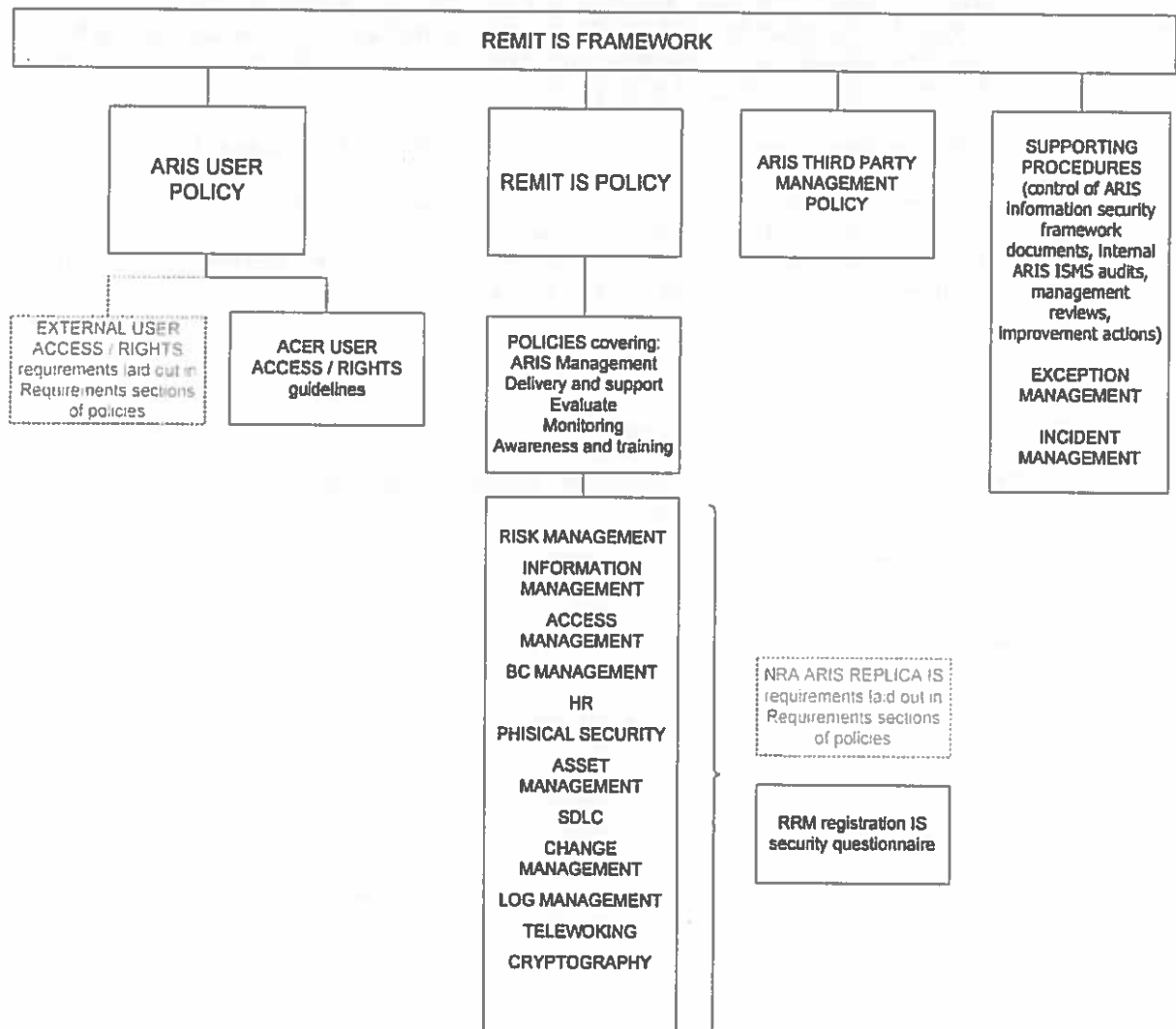


Figure 3 - Documentation of REMIT information security framework

NRA market surveillance system data	Data collected, stored, managed within the NRA market surveillance system (REMIT information and Additional national market monitoring data).
REMIT Case information	Information related to the investigation of possible breaches of REMIT as compiled by the NRA or ACER within Article 16 of REMIT.
REMIT information	Any information collected, shared, managed for the purpose of REMIT including ARIS data and ACER case management tool data and REMIT case information.

Basic principles

1. The approach to REMIT information security is risk-oriented and conforms to international standards and/or established good practices.
2. The ARIS Information Security Management System follows ISO/IEC 27002 Code of practice for information security management, ISO/IEC 27010 Information security management for inter-sector and inter-organisational communications, and ISO 27005 Information security risk management and aims to satisfy ISO/IEC 27001 Information security management systems Requirements.
3. REMIT information in all forms shall be protected coherently and commensurately, from source through the Agency to recipients.
4. Security measures should be effective and consistent.
5. Information security awareness and education programme shall be established to provide stakeholders sufficient training to perform their responsibilities.
6. Deviations from this Information Security Policy and any security breaches shall be reported to the Agency⁴.
7. The Agency develops and manages the REMIT Information Security Management System (hereinafter REMIT ISMS). REMIT ISMS is a set of policies, procedures, guidelines and associated resources and activities, managed by the Agency with the purpose to protect information assets in scope of this policy.
8. The Agency establishes a group of representatives of national regulatory authorities and other competent authorities included in sharing of ARIS data. The Agency shall include this group in ARIS ISMS development.
9. The Board of Regulators is consulted on the REMIT Information Security Policy.
10. The Agency establishes a group of representatives of reporting parties. The Agency consults this group on ARIS ISMS requirements related to the submission of data to ARIS.
11. Managers at all levels are responsible for the implementation of the Information Security Policy and for ensuring staff adherence to the policy and guidelines.

⁴ See Information Security Exception Management and Security Incident Management policies for contact persons, responsibilities and means of communication.

ANNEX II:

List of information security policies

- Information security
- Supporting procedures
- Exception management
- Incident management
- Risk management
- Information management
- Access management
- Business continuity management
- Human resources management
- Physical security
- Asset management
- System development life cycle
- Change management
- Service provider management
- Log management policy
- Teleworking
- Cryptography

DECISION AB n° 13/2015

**OF THE ADMINISTRATIVE BOARD
OF THE AGENCY FOR THE COOPERATION OF ENERGY REGULATORS**

of 17 September 2015

**establishing security measures and procedures in the form of a Security Policy and an
operational Security Manual**

THE ADMINISTRATIVE BOARD OF THE AGENCY FOR THE COOPERATION OF
ENERGY REGULATORS,

HAVING REGARD to Regulation (EC) No 713/2009 of the European Parliament and of the
Council of 13 July 2009 establishing an Agency for the Cooperation of Energy Regulators¹
and, in particular, Articles 1(1) and 13(4) thereof,

WHEREAS:

- (1) It is appropriate to establish operational procedures and measures to ensure that all activities which require handling EU classified information (EUCI) are covered by a comprehensive security system for protecting classified information.
- (2) In accordance with national laws and regulations and to the extent required for the functioning of the Agency, the Member States should respect this Decision when their competent authorities, personnel or contractors handle EUCI, in order that each may be assured that an equivalent level of protection is afforded to EUCI.
- (3) The Agency should determine the appropriate framework for sharing EUCI held by the Agency with other Union institutions, bodies, offices or agencies, as appropriate, in accordance with this Decision and inter-institutional arrangements in force.
- (4) EU Special Representatives and the members of their teams should apply the security rules adopted by the Agency for protecting EUCI where so provided in the relevant Agency act.
- (5) In order to ensure the application of the security rules for protecting EUCI in a timely manner this Decision should enter into force on the date of its publication,
- (6) It is necessary for the Agency to establish an operational structure for crisis management in the form of procedures, alert states and measures to be used under all foreseeable security conditions. Having appropriate and proportionate security measures in place will ensure that the Agency staff and its premises are adequately equipped to respond to the relevant risk level.

¹ OJ L211, 14.8.2009, p.1

Mateja VAVTAR (ACER)

From: ACER-OP-MMD-04-2016
Sent: 29 June 2016 15:15
To: Anze Kosirnik
Subject: Re: Questions related to the tender

Importance: High

Dear Mr Kosirnik,

Please note that questions and answers have been published at the Agency's website:
http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx

Kind regards,

Agency for the Cooperation of Energy Regulators
Trg republike 3, 1000 Ljubljana, Slovenia

 www.acer.europa.eu

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From: Anze Kosirnik <anze.kosirnik@si.ibm.com>
Sent: Friday, June 24, 2016 1:45 PM
To: ACER-OP-MMD-04-2016
Subject: Questions related to the tender

 Hi,

Could you please clarify the following questions:

QUESTION 1) SSD cache support

In the "Annex I_A_Technical specifications" on page 5 chapter 2.1.4. paragraph D3, the following requirement is stated: "D3. Storage Capacity: using SSD drives as additional SAN storage controller cache supported"

It is our understanding that this feature is to provide faster access to the frequently accessed data. Please confirm that we are allowed to provide this storage functionality, using similar approach.

This will allow you to obtain wider selection of possible solutions.

Thank you,
Anže

Lep Pozdrav / Regards,

Anze Kosirnik
Project Manager and CEE Data Quality Manager

Phone: 386-40 456 846

E-mail: anze.kosirnik@si.ibm.com

IBM Slovenija, d.o.o.

Ameriška ulica 8, 1000 Ljubljana

Matična številka: 5632056

Podjetje je registrirano pri Okrožnem sodišču v Ljubljani, št.vpisa: 11940600

Osnovni kapital: € 357.148,00

QUESTIONS AND ANSWERS

INVITATION TO TENDER N° ACER/OP/MMD/04/2016

Provision of IT hosting services for the Agency for the Cooperation of Energy Regulators

Contract notice: OJ/S 103 of 31/05/2016 (183472-2016-EN)

Last update: 29/06/2016

Question N° 1:

I understand that you are looking for IT hosting services for Agency. Are there any restrictions about the location the hosting will be provided, e.g. is Berlin a valid location?

Answer N° 1:

The location of the datacentre(s) should be in the territory of the Member States of the European Union.

Question N° 2:

Can you provide more details about the technical infrastructure you are looking for? Are there any specific requirements regarding the services you are looking for?

Answer N° 2:

Details regarding the technical infrastructure are provided in the procurement documents, more specifically in Annex I Tender specifications.

Question N° 3:

What are the Agency's software development products?

Answer N° 3:

Please consult the procurement documents, more specifically Annex I Tender specifications. Please consider also that the Agency is looking for a provider to host a variety of software products, some developed by the Agency and some by third party vendors. For a specific example of how a typical order for hosting a software product could look like, please consult the document Annex I.B Case study.

Question N° 4:

Are you searching for the infrastructure as such or do you require any added services, like management of the infrastructure, operating systems, applications, etc.?

Answer N° 4:

Details regarding the services requested are provided in the procurement documents, more specifically in Annex I Tender specifications.

Question N° 5:

Do you need physical access to the infrastructure you are looking for?

Answer N° 5:

Please consult the procurement documents, especially Annex I Tender specifications, for the details about the services requested. Physical access to all hosted infrastructure is required for Agency staff and Agency's consultants.

Question N° 6

What is the maximum number of pages for the case study? In the "Annex I_Tender specification" on page 16 chapter 15 the following information for the tender submission is provided: "F. The proposal for the case study as described in Section 19 of these tender specifications which should be limited to maximum 50 pages A4." On the other hand you have specified in the "Annex I_B_Case study" page 3 chapter 2 the following: "The tenderer's proposal for the case study shall include at least the following documents/information and the proposal should be limited to a maximum of 30 A4 pages:" The question therefor is what is the maximum number of pages for the case study 50 or 30?

Answer N° 6:

The correct maximum number of pages for the case study, as described in Annex I_B of the invitation to tender, is 30 A4 pages.

Question N° 7:

MS SQL server on RHEL: The text for DB server in the "Annex I_Tender specification" page 9, chapter 2.1.7. G requires "Oracle and MS SQL supported" and has to be "delivered on RHEL server operating system".

The provision and managing of a DB server:

- Oracle and MS SQL supported
- Delivered on RHEL server operating system
- 64 GB RAM supported per instance
- Virtualisation supported

The question is if this option is open for the Ms SQL that will run on Linux or should the database server supported on RHEL and Windows Server operating system?

Answer N° 7:

The selected contractor should be able to deliver Oracle and/or MS SQL database server farms on the RHEL operating system if the vendor of the respective database is supporting such a configuration. Other combinations could potentially be requested by the Agency (e.g. MS SQL or Oracle on Windows Server or MySQL on RHEL server) but such a service would then be considered as "The provisioning and managing of a General purpose server" and those databases would not be used to store and process the main part of the data but for other purposes (e.g. management and support tools).

Question N° 8:

What "supported" mean: The text for the D1. Computing capacity requirement in the "Annex I_Tender specification", chapter 2.1.4 states "-2-way, 4-way and 8-way symmetric multiprocessing for physical CPU supported".

The question is what does "supported" mean:

- A) that any server either with max 2-way or one with max 4-way or max 8-way CPU are allowed to be offered or
- B) all types of servers those with 2-way, those with 4-way and those with 8-way CPU has to be included in the offer, or
- C) one type of server should be offered that can hold 2-way, 4-way or 8-way CPUs?

Answer N° 8:

The selected contractor should be able to provide a sufficiently flexible service that will allow the Agency to request and implement either 2-way, 4-way or 8-way symmetric multiprocessing for physical CPUs. It is expected that any combination of the above listed options could potentially be requested by Agency through a specific contract.

Question N° 9:

Capacity for case study financial proposal: In the case study "Annex I_B_Case Study" there is a list and number of servers specified (software architectural elements). In addition, another table (estimations for capacity planning) in the case study specifies capacities. Sum of resources (capacity) defined for architectural components does not correspond the capacity defined in the table for estimations of capacity planning.

Questions related to that are:

- Which capacity should be used for financial proposal, those from software architectural elements or estimation for capacity planning?
- As good practice dictate separated test, staging and production environment, does the table of estimations for capacity planning considers only capacity for production environment or capacity for all environments?
- Should case study only consider the design of production environment?

Answer N° 9:

In the case study the requested capacity is larger than the sum of resources for the key system components in order to accommodate for future growth and evolution. This is intentional and the proposal for the case study should consider the full capacity requested even if some of it will stay unallocated. The case study only includes the requirements for the production environment. Other environments are out of scope for the case study though they may be requested in a specific contract.

Question N° 10:

Annex I Tender Specifications, Section 18 / page 23: Please confirm that ancillary sections of the technical tender (e.g.: cover page, table of contents, table of figures and the likes) are not to be counted in the document's length limit (35 A4 pages).

Answer N° 10:

The technical tender as described in Section 18 of Annex I Tender Specifications shall not exceed 35 pages A4 format in total (character 12, line spacing 1.5). The documents listed in

Section 15 - points A, B, C, D, F, G, H and I do not count in the length limit of the technical tender.

Question N° 11:

Annex I Tender Specifications, Section 18.8 / page 26: Please confirm that the requested BC/DR draft plan (maximum 5 pages A4 format) is not to be counted in the length limit of the technical tender (35 A4 pages).

Answer N° 11:

The BC/DR draft plan, as described in point 18.8 of Annex I Tender Specifications, shall have maximum 5 pages A4 format and shall count in the length limit of the technical tender as described in Section 18 of Annex I Tender Specifications.

Question N° 12:

Annex I Tender Specifications, Section 15 / page 16 -17: In our understanding the "detailed official price list" (ref. 15.I), may include:

- Additional services (not described in Annex II)
- Services described in Annex II with a unit of measure "year"

If so, in this way we can use this "detailed official price list" to calculate the 1 year Financial Proposal.

If we're not right, please explain the meaning of "detailed official price list" and its relationship with Annex II Financial Offer and with the financial proposals for the case studies.

Answer N° 12:

A detailed official price list shall include all services relevant to the scope of this call for tenders including additional services which are not listed in Annex II. This list shall mark the products and/or services which will be included in the financial proposal referred to in point 15.G of Annex I Tender Specifications.

Each product and/or service listed in the detailed official price list shall include at least a description, a unit of measurement, quantity and price per unit/quantity. In this respect the unit of measure does not need to be set at 'year'.

The tenders have to include two (2) Financial Proposals, one for a period of one (1) year and one for a period of two (2) years.

Both Financial Proposals have to include only the prices either from Annex II or the 'detailed official price list'.

Question N° 13:

Annex II – Financial Offer, number J2 / page 6: Please provide the meaning of the "provision of service" Quantity/Scope for J2 Support Services. Being the Unit of Measure "man day" and the Price per Unit to be provided under Professional profiles it's not clear this Quantity/Scope and its applicability.

Answer N° 13:

The meaning of the "Quantity/Scope" column in Annex II is to provide the indication of the Quantity/Scope of the services that are being measured by a "Unit of measure". In this particular case when the "Unit of measure" is man-day the Quantity/Scope is already defined by the description of relevant service and therefore no additional description of the Quantity/Scope is given.

Question N° 14:

Annex I Tender Specifications, Section 9.2 / page 10 (ordering procedure): Please confirm that the duration of the specific contract, that will be signed after the request of services, based on the "ordering procedure", will be at least 1 year (according with the case study).

In case of negative response to req. 3, please consider that the current incumbent has a significant competitive advantage, giving that the two following requests require significant startup investments:

- Agency's request to dedicated infrastructure (with cage)
- Network physical connection with Agency's premise

Answer N° 14:

As stated in Annex I_B Case study, page 3, the case study is a fictional exercise and does not commit the Agency to place such a request for service, should the tenderer be awarded the Framework Contract.

Please note that the main purpose of the Framework Contract is to set up a framework for ordering the requested services (and not yet actually order them) and that the Agency is looking for a contractor that can offer these services in line with the requirements in this tender. Indeed building a Data Centre requires start-up costs but this is only one of the possible models a potential contractor could offer. The purpose of this tender is to find a contractor who can offer sufficiently flexible business models to achieve the best quality and price.

Question N° 15:

SSD cache support: In the "Annex I_A_Technical specifications" on page 5, chapter 2.1.4., paragraph D3, the following requirement is stated: "D3. Storage Capacity: using SSD drives as additional SAN storage controller cache supported".

It is our understanding that this feature is to provide faster access to the frequently accessed data. Please confirm that we are allowed to provide this storage functionality, using similar approach. This will allow you to obtain wider selection of possible solutions.

Answer N° 15:

The purpose of this requirement indeed is to provide faster access to the frequently accessed data. The requirement shall be considered as fulfilled if the SAN storage controller supports the use of SSD storage for such caching.

Mateja VAVTAR (ACER)

From: Avdagič Daniel <daniel.avdagic@telekom.si>
Sent: 28 June 2016 11:04
To: ACER-OP-MMD-04-2016
Cc: Nebec Andrej
Subject: Telekom Slovenije: request for Agency's security policies
Attachments: Dokument.pdf

Dear All,

We would like to receive Agency's security policies.

In attachment I am sending you our signed NDA.

Thank you in advance,

Best regards,
Daniel Avdagič

Daniel Avdagič
Sektor za prodajo

T: 02 333 2490, M: 051 680 820, www.telekom.si



TelekomSlovenije

Pravni pogoji / Legal disclaimer
Telekom Slovenije, d.d., Ljubljana

NON DISCLOSURE DECLARATION¹

for the Call for Tenders ACER/OP/MMD/04/2016

IT hosting services for the Agency for the Cooperation of Energy Regulators

The undersigned Gorazd Klemenčič, hereinafter referred to as the "Recipient",

[in his/her name (if the economic operator is a natural person or in case of own declaration of a director or person with powers of representation, decision-making or control over the economic operator)],

TELEKOM SLOVENIJE d.d.
Cigaletova 15
1000 Ljubljana
Slovenia

Given that the Recipient has the intention to answer to the referred Call for Tenders, the **Agency for the Cooperation of Energy Regulators ('the Agency')**, for that purpose, will make certain information in confidence (as defined below) available to the Recipient. As a condition to, and in consideration of, the Agency's furnishing of information in confidence to the Recipient, the Recipient agrees to the undertakings contained in this Declaration.

The Recipient agrees that all information disclosed by the Agency to the Recipient by e-mail containing the so-called 'Agency's security policies'² shall be considered as information in confidence ("information in confidence"). This information in confidence relates to (without limitation) technical data, developments or products, know-how, software, hardware, processes, architectures, concepts, ideas, designs, personnel, financial information, computer programs, studies, work in progress, and other data, whether written, graphic, or in electronic form.

The Recipient agrees moreover:

- to use information in confidence solely for the purpose of the preparation of this Tender and, as the case may be, of the implementation of the Contract;
- to use all possible means to maintain this information in strict confidence and at least those measures that it employs for the protection of its own confidential information, but in any event not less than a reasonable degree of care;
- to disclose this information only to the Recipient's employees or particular employees of

¹ In the case of consortium, this declaration must be filled in by each consortium member. Besides, this obligation shall also apply to any new member of the consortium.

² Decision AB n° 13/2015 of the Administrative Board of the Agency for the Cooperation of Energy Regulators of 17 September 2015 establishing security measures and procedures in the form of a Security Policy and an operational Security Manual and Decision of the Agency for the Cooperation of Energy Regulators No 01/2015 of 10 February 2015 on REMIT Information Security Policy.

subcontractors who are required to have the information for the purpose of this Tender and, as the case may be, for the implementation of the Contract, and have previously signed an agreement in content similar to the provisions thereof;

- to oblige all employees receiving access to information in confidence not to disclose it to anyone and not to make any copies;
- to immediately notify in writing the Agency in the event of any unauthorised use or disclosure of this information.

The Recipient shall not use for its own purposes, reverse, engineer, disassemble, decompile or copy any software or other objects which embody the information in confidence, nor transmit, directly or indirectly, any information in confidence.

All information in confidence remain the property of the **Agency** and no license or other rights in the information in confidence are granted hereby, except as expressly provided above. This Declaration does not constitute a joint venture or other such business agreement.

The Recipient hereby acknowledges that unauthorised disclosure or use of information in confidence could cause irreparable harm and significant injury, which may be difficult to ascertain. Accordingly, the Recipient agrees that the **Agency** shall have the right to seek and obtain immediate injunctive relief from breaches to its commitments under this Declaration, in addition to any other rights and remedies it may have.

The Recipient's obligations hereunder shall survive until all information in confidence disclosed hereunder becomes publicly known and made generally available through no action or inaction of the Recipient.

This Declaration shall bind and inure to the benefit of the parties hereto and their successors and assigns.

Signature:



Name and title: Gorazd Klemencic



Telekom Slovenija
d.d.

Date: 28.06.2016



Mateja VAVTAR (ACER)

From: ACER-OP-MMD-04-2016
Sent: 24 June 2016 19:21
To: Joël Fiora
Cc: Ivo Tota; luca.crescenzi@eng.it; ACER-OP-MMD-04-2016
Subject: Re: BID ACER/OP/MMD/04/2016-IT Hosting services - Request for clarifications

Importance: High

Dear Mr Fioraj,

Please note that questions and answers have been published at the Agency's website:
http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx

Kind regards,

Agency for the Cooperation of Energy Regulators
g republike 3, 1000 Ljubljana, Slovenia

www.acer.europa.eu

***** DISCLAIMER *****

The information and views set out in this email are those of the author and do not reflect the official position of the Agency for the Cooperation of Energy Regulators, unless expressly stated otherwise in written. This electronic message and all its annexes are intended to be read or used solely by the addressees. They may be confidential, privileged or otherwise protected from disclosure. If you receive this message by mistake, please contact the sender and immediately delete the message, including its annexes, from your system; you should not copy the message, including its annexes, or disclose its contents to any other person or organisation. Any publication, reproduction, copying, distribution, dissemination or use is prohibited without express permission. The sender cannot be held responsible for a change in its message, including its annexes that would result from its electronic transmission.

From: Joël Fiora <joel.fiora@eng.it>
Sent: Monday, June 20, 2016 12:11 PM
To: ACER-OP-MMD-04-2016
Cc: Ivo Tota; luca.crescenzi@eng.it
Subject: BID ACER/OP/MMD/04/2016-IT Hosting services - Request for clarifications

Hello,

Please find attached an excel spreadsheet containing 4 requests for clarifications.

Joël Fioraj

Joël Fiora
EIB - Bid Office - Bid Manager
joel.fiora@eng.it

Engineering International Belgium S.A.
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www.eng.it

QUESTIONS AND ANSWERS

INVITATION TO TENDER N° ACER/OP/MMD/04/2016

Provision of IT hosting services for the Agency for the Cooperation of Energy Regulators

Contract notice: OJ/S 103 of 31/05/2016 (183472-2016-EN)

Last update: 24/06/2016

Question N° 1:

I understand that you are looking for IT hosting services for Agency. Are there any restrictions about the location the hosting will be provided, e.g. is Berlin a valid location?

Answer N° 1:

The location of the datacentre(s) should be in the territory of the Member States of the European Union.

Question N° 2:

Can you provide more details about the technical infrastructure you are looking for? Are there any specific requirements regarding the services you are looking for?

Answer N° 2:

Details regarding the technical infrastructure are provided in the procurement documents, more specifically in Annex I Tender specifications.

Question N° 3:

What are the Agency's software development products?

Answer N° 3:

Please consult the procurement documents, more specifically Annex I Tender specifications. Please consider also that the Agency is looking for a provider to host a variety of software products, some developed by the Agency and some by third party vendors. For a specific example of how a typical order for hosting a software product could look like, please consult the document Annex I.B Case study.

Question N° 4:

Are you searching for the infrastructure as such or do you require any added services, like management of the infrastructure, operating systems, applications, etc.?

Answer N° 4:

Details regarding the services requested are provided in the procurement documents, more specifically in Annex I Tender specifications.

Page 1 of 5

Question N° 5:

Do you need physical access to the infrastructure you are looking for?

Answer N° 5:

Please consult the procurement documents, especially Annex I Tender specifications, for the details about the services requested. Physical access to all hosted infrastructure is required for Agency staff and Agency's consultants.

Question N° 6:

What is the maximum number of pages for the case study? In the "Annex I_Tender specification" on page 16 chapter 15 the following information for the tender submission is provided: "F. The proposal for the case study as described in Section 19 of these tender specifications which should be limited to maximum 50 pages A4." On the other hand you have specified in the "Annex I_B Case study" page 3 chapter 2 the following: "The tenderer's proposal for the case study shall include at least the following documents/information and the proposal should be limited to a maximum of 30 A4 pages." The question therefore is what is the maximum number of pages for the case study 50 or 30?

Answer N° 6:

The correct maximum number of pages for the case study, as described in Annex I_B of the invitation to tender, is 30 A4 pages.

Question N° 7:

MS SQL server on RHEL: The text for DB server in the "Annex I_Tender specification" page 9, chapter 2.1.7. Requires "Oracle and MS SQL supported" and has to be "delivered on RHEL server operating system".

The provision and managing of a DB server:

- Oracle and MS SQL supported
- Delivered on RHEL server operating system
- 64 GB RAM supported per instance

- Virtualisation supported

The question is if this option is open for the Ms SQL that will run on Linux or should the database server supported on RHEL and Windows Server operating system?

Answer N° 7:

The selected contractor should be able to deliver Oracle and/or MS SQL database server farms on the RHEL operating system if the vendor of the respective database is supporting such a configuration. Other combinations could potentially be requested by the Agency (e.g. MS SQL or Oracle on Windows Server or MySQL on RHEL server) but such a service would then be considered as "The provisioning and managing of a General purpose server" and those databases would not be used to store and process the main part of the data but for other purposes (e.g. management and support tools).

Page 2 of 5

Question N° 8:

What "supported" mean. The text for the D1. Computing capacity requirement in the "Annex I_Tender specification", chapter 2.1.4 states "-2-way, 4-way and 8-way symmetric multiprocessing for physical CPU supported".

The question is what does "supported" mean:

- A) that any server either with max 2-way or one with max 4-way or max 8-way CPU are allowed to be offered or
B) all types of servers those with 2-way, those with 4-way and those with 8-way CPU has to be included in the offer, or
C) one type of server should be offered that can hold 2-way, 4-way or 8-way CPUs?

Answer N° 8:

The selected contractor should be able to provide a sufficiently flexible service that will allow the Agency to request and implement either 2-way, 4-way or 8-way symmetric multiprocessing for physical CPUs. It is expected that any combination of the above listed options could potentially be requested by Agency through a specific contract.

Question N° 9:

Capacity for case study financial proposal. In the case study "Annex I_B_Case Study" there is a list and number of servers specified (software architectural elements). In addition, another table (estimations for capacity planning) in the case study specifies capacities. Sum of resources (capacity) defined for architectural components does not correspond the capacity defined in the table for estimations of capacity planning.

- Questions related to that are:
- Which capacity should be used for financial proposal, those from software architectural elements or estimation for capacity planning?
 - As good practice dictate separated test, staging and production environment, does the table of estimations for capacity planning considers only capacity for production environment or capacity for all environments?
 - Should case study only consider the design of production environment?

Answer N° 9:

In the case study the requested capacity is larger than the sum of resources for the key system components in order to accommodate for future growth and evolution. This is intentional and the proposal for the case study should consider the full capacity requested even if some of it will stay unallocated. The case study only includes the requirements for the production environment. Other environments are out of scope for the case study though they may be requested in a specific contract.

Question N° 10:

Annex I Tender Specifications, Section 18 / page 23: Please confirm that ancillary sections of the technical tender (e.g.: cover page, table of contents, table of figures and the likes) are not to be counted in the document's length limit (35 A4 pages).

Answer N° 10:

The technical tender as described in Section 18 of Annex I Tender Specifications shall not exceed 35 pages A4 format in total (character 12, line spacing 1.5). The documents listed in

Section 15 - points A, B, C, D, F, G, H and I do not count in the length limit of the technical tender.

Question N° 11:

Annex I Tender Specifications, Section 18.8 / page 26: Please confirm that the requested BC/DR draft plan (maximum 5 pages A4 format) is not to be counted in the length limit of the technical tender (35 A4 pages).

Answer N° 11:

The BC/DR draft plan, as described in point 18.8 of Annex I Tender Specifications, shall have maximum 5 pages A4 format and shall count in the length limit of the technical tender as described in Section 18 of Annex I Tender Specifications.

Question N° 12:

Annex I Tender Specifications, Section 15 / page 16 -17: In our understanding the "detailed official price list" (ref. 15.1), may include:

- Additional services (not described in Annex II)

If so, in this way we can use this "detailed official price list" to calculate the 1 year Financial Proposal.

If we're not right, please explain the meaning of "detailed official price list" and its relationship with Annex II Financial Offer and with the financial proposals for the case studies.

Answer N° 12:

A detailed official price list shall include all services relevant to the scope of this call for tenders including additional services which are not listed in Annex II. This list shall mark the products and/or services which will be included in the financial proposal referred to in point 15.G of Annex I Tender Specifications.

Each product and/or service listed in the detailed official price list shall include at least a description, a unit of measurement, quantity and price per unit/quantity. In this respect the unit of measure does not need to be set at 'year'.

The tenders have to include two (2) Financial Proposals, one for a period of one (1) year and one for a period of two (2) years.

Both Financial Proposals have to include only the prices either from Annex II or the 'detailed official price list'.

Question N° 13:

Annex II – Financial Offer, number J2 / page 6: Please provide the meaning of the "provision of service" Quantity/Scope for J2 Support Services. Being the Unit of Measure "man day" and the Price per Unit to be provided under Professional profiles it's not clear this Quantity/Scope and its applicability

Answer N° 13:

The meaning of the "Quantity/Scope" column in Annex II is to provide the indication of the Quantity/Scope of the services that are being measured by a "Unit of measure". In this particular case when the "Unit of measure" is man-day the Quantity/Scope is already defined by the description of relevant service and therefore no additional description of the Quantity/Scope is given.

Question N° 14:

Annex I Tender Specifications, Section 9.2 / page 10 (ordering procedure): Please confirm that the duration of the specific contract, that will be signed after the request of services, based on the "ordering procedure", will be at least 1 year (according with the case study).

In case of negative response to req. 3, please consider that the current incumbent has a significant competitive advantage, giving that the two following requests require significant startup investments

- Agency's request to dedicated infrastructure (with cage)
- Network physical connection with Agency's premise

Answer N° 14:

As stated in Annex I_B Case study, page 3, the case study is a fictional exercise and does not commit the Agency to place such a request for service, should the tenderer be awarded the Framework Contract.

Please note that the main purpose of the Framework Contract is to set up a framework for ordering the requested services (and not yet actually order them) and that the Agency is looking for a contractor that can offer these services in line with the requirements in this tender. Indeed building a Data Centre requires start-up costs but this is only one of the possible models a potential contractor could offer. The purpose of this tender is to find a contractor who can offer sufficiently flexible business models to achieve the best quality and price.

Mateja VAVTAR (ACER)

From: Anze Kosirnik <anze.kosirnik@si.ibm.com>
Sent: 24 June 2016 13:46
To: ACER-OP-MMD-04-2016
Subject: Questions related to the tender

Hi,

Could you please clarify the following questions:

QUESTION 1) SSD cache support

In the "Annex I_A_Technical specifications" on page 5 chapter 2.1.4. paragraph D3, the following requirement is stated:
"D3. Storage Capacity: using SSD drives as additional SAN storage controller cache supported"

It is our understanding that this feature is to provide faster access to the frequently accessed data.
Please confirm that we are allowed to provide this storage functionality, using similar approach.

This will allow you to obtain wider selection of possible solutions.

Thank you,
Anže

Lep Pozdrav / Regards,

Anze Kosirnik
Project Manager and CEE Data Quality Manager

Phone: 386-40 456 846

E-mail: anze.kosirnik@si.ibm.com

IBM Slovenija, d.o.o.
Ameriška ulica 8, 1000 Ljubljana
Matična številka: 5632056
Podjetje je registrirano pri Okrožnem sodišču v Ljubljani, št.vpisa: 11940600
Osnovni kapital: € 357.148,00

Mateja VAVTAR (ACER)

From: ACER-OP-MMD-04-2016
Sent: 20 June 2016 22:30
To: borazem@si.ibm.com
Cc: ACER-OP-MMD-04-2016
Subject: Fw: Questions related to the tender - invitation to tender no. ACER/OP/MMD/04/2016

Importance: High

Dear Mr Oražem,

Please note that questions and answers have been published at the Agency's website:
http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx

Kind regards,

Agency for the Cooperation of Energy Regulators

g republike 3, 1000 Ljubljana, Slovenia

www.acer.europa.eu

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From: Benjamin Orazem <borazem@si.ibm.com>

Sent: Thursday, June 16, 2016 5:06 PM

To: ACER-OP-MMD-04-2016

Subject: Questions related to the tender

Hi,

Could you please clarify the following questions:

QUESTION 1) what is the maximum number of pages for the case study

In the "Annex I_Tender specification" on page 16 chapter 15 the following information for the tender submission is provided:

"F. The proposal for the case study as described in Section 19 of these tender specifications which should be limited to maximum 50 pages A4."

on the other hand you have specified in the "Annex I_B_Case study" page 3 chapter 2 the following:

"The tenderer's proposal for the case study shall include at least the following documents/information and the proposal should be limited to a maximum of 30 A4 pages:"

The question therefor is what is the maximum number of pages for the case study 50 or 30?

QUESTION 2) MS SQL server on RHEL

The text for DB server in the "Annex I_Tender specification" page 9, chapter 2.1.7. G requires "Oracle and MS SQL supported" and has to be "delivered on RHEL server operating system".

- The provision and managing of a DB server:
- Oracle and MS SQL supported
 - Delivered on RHEL server operating system
 - 64 GB RAM supported per instance
 - Virtualisation supported

The question is if this option is open for the Ms SQL that will run on Linux or should the database server supported on RHEL and Windows Server operating system?

QUESTION 3) what "supported" mean

The text for the D1. Computing capacity requirement in the "Annex I_Tender specification", chapter 2.1.4 states "-2-way, 4-way and 8-way symetric multiprocessing for physical CPU supported".

the question is what does "supported" mean:

- A) that any server either with max 2-way or one with max 4-way or max 8-way CPU are allowed to be offered or
- B) all types of servers those with 2-way, those with 4-way and those with 8-way CPU has to be included in the offere, or
- C) one type of server should be offered that can hold 2-way, 4-way or 8-way CPUs?

QUESTION 4) Capacity for case study financial proposal

In the case study "Annex I_B_Case Study" there is a list and number of servers specified (software architectural elements). In addition, another table (estimations for capacity planning) in the case study specifies capacities.

Sum of resources (capacity) defined for architectural components does not correspond the capacity defined in the table for estimations of capacity planning.

Questions related to that are:

Which capacity should be used for financial proposal, those from software architectural elements or estimation for capacity planning?

As good practice dictate separated test, staging and production environment, does the table of estimations for capacity planning considers only capacity for production environment or capacity for all environments?

Should case study only consider the design of production environment?

Best regards,
Benjamin

Benjamin
razem

Cloud Advisor, Central & Eastern Europe
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Slovenia

IBM Slovenija, d.o.o.
Ameriška ulica 8, 1000 Ljubljana
Matična številka: 5632056
Podjetje je registrirano pri Okrožnem sodišču v Ljubljani,
št.vpisa: 11940600
Osnovni kapital: € 357.148,00

QUESTIONS AND ANSWERS

INVITATION TO TENDER N° ACER/OP/MMMD04/2016

Provision of IT hosting services for the Agency for the Cooperation of Energy Regulators

Contract notice: OJ/S 103 of 31/05/2016 (183472-2016-EN)

Last update: 20/06/2016

Question N° 1:

I understand that you are looking for IT hosting services for Agency. Are there any restrictions about the location the hosting will be provided, e.g. is Berlin a valid location?

Answer N° 1:

The location of the datacentre(s) should be in the territory of the Member States of the European Union.

Question N° 2:

Can you provide more details about the technical infrastructure you are looking for? Are there any specific requirements regarding the services you are looking for?

Answer N° 2:

Details regarding the technical infrastructure are provided in the procurement documents, more specifically in Annex I Tender specifications.

Question N° 3:

What are the Agency's software development products?

Answer N° 3:

Please consult the procurement documents, more specifically Annex I Tender specifications. Please consider also that the Agency is looking for a provider to host a variety of software products, some developed by the Agency and some by third party vendors. For a specific example of how a typical order for hosting a software product could look like, please consult the document Annex I B Case study.

Question N° 4:

Are you searching for the infrastructure as such or do you require any added services, like management of the infrastructure, operating systems, applications, etc.?

Answer N° 4:

Details regarding the services requested are provided in the procurement documents, more specifically in Annex I Tender specifications.

Question N° 5:

Do you need physical access to the infrastructure you are looking for?

Answer N° 5:

Please consult the procurement documents, especially Annex I Tender specifications, for the details about the services requested. Physical access to all hosted infrastructure is required for Agency staff and Agency's consultants.

Question N° 6

What is the maximum number of pages for the case study? In the "Annex I Tender specification" on page 16 chapter 15 the following information for the tender submission is provided: "F. The proposal for the case study as described in Section 19 of these tender specifications which should be limited to maximum 50 pages A4." On the other hand you have specified in the "Annex I B Case study" page 3 chapter 2 the following: "The tenderer's proposal for the case study shall include at least the following documents/information and the proposal should be limited to a maximum of 30 A4 pages." The question therefor is what is the maximum number of pages for the case study 50 or 30?

Answer N° 6:

The correct maximum number of pages for the case study, as described in Annex I_B of the invitation to tender, is 30 A4 pages.

Question N° 7:

MS SQL server on RHEL. The text for DB server in the "Annex I Tender specification" page 9, chapter 2.1.7. G requires "Oracle and MS SQL supported" and has to be "delivered on RHEL server operating system".

The provision and managing of a DB server.

- Oracle and MS SQL supported
- Delivered on RHEL server operating system
- 64 GB RAM supported per instance
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The question is if this option is open for the Ms SQL that will run on Linux or should the database server supported on RHEL and Windows Server operating system?

Answer N° 7:

The selected contractor should be able to deliver Oracle and/or MS SQL database server farms on the RHEL operating system if the vendor of the respective database is supporting such a configuration. Other combinations could potentially be requested by the Agency (e.g. MS SQL or Oracle on Windows Server or MySQL on RHEL server) but such a service would then be considered as "The provisioning and managing of a General purpose server" and those databases would not be used to store and process the main part of the data but for other purposes (e.g. management and support tools).

Question N° 8:

What "supported" mean: The text for the D1. Computing capacity requirement in the "Annex 1_Tender specification", chapter 2.1.4 states "2-way, 4-way and 8-way symmetric multiprocessing for physical CPU supported".

The question is what does "supported" mean:

- A) that any server either with max 2-way or one with max 4-way or max 8-way CPU are allowed to be offered or
- B) all types of servers those with 2-way, those with 4-way and those with 8-way CPU has to be included in the offer, or
- C) one type of server should be offered that can hold 2-way, 4-way or 8-way CPUs?

Answer N° 8:

The selected contractor should be able to provide a sufficiently flexible service that will allow the Agency to request and implement either 2-way, 4-way or 8-way symmetric multiprocessing for physical CPUs. It is expected that any combination of the above listed options could potentially be requested by Agency through a specific contract.

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Capacity for case study financial proposal: In the case study "Annex I_B_Case Study" there is a list and number of servers specified (software architectural elements). In addition, another table (estimations for capacity planning) in the case study specifies capacities. Sum of resources (capacity) defined for architectural components does not correspond the capacity defined in the table for estimations of capacity planning.

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- Should case study only consider the design of production environment?

Answer N° 9:

In the case study the requested capacity is larger than the sum of resources for the key system components in order to accommodate for future growth and evolution. This is intentional and the proposal for the case study should consider the full capacity requested even if some of it will stay unallocated. The case study only includes the requirements for the production environment. Other environments are out of scope for the case study though they may be requested in a specific contract.

Mateja VAVTAR (ACER)

From: Joël Fiora <joel.fiora@eng.it>
Sent: 20 June 2016 13:56
To: ACER-OP-MMD-04-2016
Subject: BID ACER/OP/MMD/04/2016-IT Hosting services - Request for clarifications
Attachments: ACER-IT Hosting-Request for Clarifications.EII.002.doc

Hello,

Please find attached a document containing 1 request for clarifications.

Best regards,

Joël Fiora

Joël Fiora
JB - Bid Office - Bid Manager
joel.fiora@eng.it

Engineering International Belgium S.A.
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**INVITATION TO TENDER N. A CERIOIP/MMDIO4I2O76 (OPEN TENDER PROCEDURE) FOR
THE PROVISION OF IT HOSTING SERVICES FOR THE AGENCY FOR THE COOPERATION OF ENERGY REGULATORS**

EII'S (ENGINEERING INGEGNERIA INFORMATICA) REQUEST FOR CLARIFICATIONS N. 2

Req. #	Date	Document	Section #/Page	Question
5	16/6/2016	Annex I Tender Specifications	# 9.2 / pag. 10 (ordering procedure)	<p>Please confirm that the duration of the specific contract, that will be signed after the request of services, based on the "ordering procedure", will be at least 1 year (according with the case study).</p> <p>In case of negative response to req. 3, please consider that the current incumbent has a significant competitive advantage, giving that the two following requests require significant startup investments:</p> <ul style="list-style-type: none"> • Agency's request to dedicated infrastructure (with cage) • Network physical connection with Agency's premise

Mateja VAVTAR (ACER)

From: Joël Fiora <joel.fiora@eng.it>
Sent: 20 June 2016 12:12
To: ACER-OP-MMD-04-2016
Cc: Ivo Tota; luca.crescenzi@eng.it
Subject: BID ACER/OP/MMD/04/2016-IT Hosting services - Request for clarifications
Attachments: ACER-IT Hosting-Request for Clarifications.EII.001 IT.doc

Hello,

Please find attached an excel spreadsheet containing 4 requests for clarifications.

Joël Fioraj

Joël Fiora
IB - Bid Office – Bid Manager
joel.fiora@eng.it

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www.eng.it

**INVITATION TO TENDER N. A CERIO P/MMDIO4I2O76 (OPEN TENDER PROCEDURE) FOR
THE PROVISION OF IT HOSTING SERVICES FOR THE AGENCY FOR THE COOPERATION OF ENERGY REGULATORS**

EII'S (ENGINEERING INGEGNERIA INFORMATICA) REQUEST FOR CLARIFICATIONS N. 1

Req. #	Date	Document	Section #/Page	Question
1	16/6/2016	Annex I Tender Specifications	# 18 / pag. 23	Please confirm that ancillary sections of the technical tender (e.g.: cover page, table of contents, table of figures and the likes) are not to be counted in the document's length limit (35 A4 pages)
2	16/6/2016	Annex I Tender Specifications	# 18.8 / pag. 26	Please confirm that the requested BC/DR draft plan (maximum 5 pages A4 format) is not to be counted in the length limit of the technical tender (35 A4 pages)
3	20/6/2016	Annex I Tender Specifications	# 15 / pag. 16 - 17	<p>In our understanding the "detailed official price list" (ref. 15.I), may include</p> <ul style="list-style-type: none"> • Additional services (not described in Annex II) • Services described in Annex II with a unit of measure "year" <p>If so, in this way we can use this "detailed official price list" to calculate the 1 year Financial Proposal.</p> <p>If we're not right, please explain the meaning of "detailed official price list" and</p>

					its relationship with Annex II Financial Offer and with the financial proposals for the case studies.
4	20/6/2016	Annex II – Financial Offer	# J2 / pag. 6	Please provide the meaning of the “provision of service” Quantity/Scope for J2 Support Services. Being the Unit of Measure “man day” and the Price per Unit to be provided under Professional profiles it’s not clear this Quantity/Scope and its applicability.	

From: Benjamin Orazem <borazem@si.ibm.com>
Sent: 16 June 2016 17:07
To: ACER-OP-MMD-04-2016
Subject: Questions related to the tender

Hi,

Could you please clarify the following questions:

QUESTION 1) what is the maximum number of pages for the case study

In the "Annex I_Tender specification" on page 16 chapter 15 the following information for the tender submission is provided:

"F. The proposal for the case study as described in Section 19 of these tender specifications which should be limited to maximum 50 pages A4."

on the other hand you have specified in the "Annex I_B_Case study" page 3 chapter 2 the following:

"The tenderer's proposal for the case study shall include at least the following documents/information and the proposal should be limited to a maximum of 30 A4 pages:"

The question therefor is what is the maximum number of pages for the case study 50 or 30?

QUESTION 2) MS SQL server on RHEL

The text for DB server in the "Annex I_Tender specification" page 9, chapter 2.1.7. G requires "Oracle and MS SQL supported" and has to be "delivered on RHEL server operating system".

The provision and managing of a DB server:

- Oracle and MS SQL supported
- Delivered on RHEL server operating system
- 64 GB RAM supported per instance
- Virtualisation supported

The question is if this option is open for the Ms SQL that will run on Linux or should the database server supported on RHEL and Windows Server operating system?

QUESTION 3) what "supported" mean

The text for the D1. Computing capacity requirement in the "Annex I_Tender specification", chapter 2.1.4 states "2-way, 4-way and 8-way symetric multiprocessing for physical CPU supported".

the question is what does "supported" mean:

- A) that any server either with max 2-way or one with max 4-way or max 8-way CPU are allowed to be offered or
- B) all types of servers those with 2-way, those with 4-way and those with 8-way CPU has to be included in the offere, or
- C) one type of server should be offered that can hold 2-way, 4-way or 8-way CPUs?

QUESTION 4) Capacity for case study financial proposal

In the case study "Annex I_B_Case Study" there is a list and number of servers specified (software architectural elements). In addition, another table (estimations for capacity planning) in the case study specifies capacities. Sum of resources (capacity) defined for architectural components does not correspond the capacity defined in the table for estimations of capacity planning.

Questions related to that are:

Which capacity should be used for financial proposal, those from software architectural elements or estimation for capacity planning?

As good practice dictate separated test, staging and production environment, does the table of estimations for capacity planning considers only capacity for production environment or capacity for all environments?

Should case study only consider the design of production environment?

**Best regards,
Benjamin**

**Benjamin
Orazem**

Cloud Advisor, Central & Eastern Europe
IBM Sales & Distribution, Enterprise

Phone: +386 1 3208 919 | Mobile: +386 51 283 919

E-mail: borazem@si.ibm.com

Chat:  benoorazem

Find me on: 



Ameriška ulica 8
Ljubljana, SI-1000
Slovenia

IBM Slovenija, d.o.o.

Ameriška ulica 8, 1000 Ljubljana

Matična številka: 5632056

Podjetje je registrirano pri Okrožnem sodišču v Ljubljani.

** vpisa: 11940600

Novni kapital: € 357.148,00

Mateja VAVTAR (ACER)

From: ACER-OP-MMD-04-2016
Sent: 06 June 2016 23:25
To: stefan.funke@syseleven.de
Cc: ACER-OP-MMD-04-2016
Subject: Fw: Regarding Services - 183472-2016 - IT hosting services for the Agency for the Cooperation of Energy Regulators

Importance: High

Dear Mr Funke,

Please note that questions and answers have been published at the Agency's website:
http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx

more specifically at:

http://www.acer.europa.eu/en/The_agency/Public_Procurement/Documents/ACER%20OP%20MMD%2004%202016%20Clarification_v1_from%201%20to%205.pdf

Kind regards,

Agency for the Cooperation of Energy Regulators

Trg republike 3, 1000 Ljubljana, Slovenia

www.acer.europa.eu

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From: Stefan Funke <stefan.funke@syseleven.de>
Sent: Thursday, June 2, 2016 10:48 AM
To: ACER-OP-MMD-04-2016
Subject: Regarding Services - 183472-2016 - IT hosting services for the Agency for the Cooperation of Energy Regulators

Dear ladies and gentleman!

SysEleven is a managed service provider based in Berlin, Germany. We are certified by the German Federal Office for Informational Security and would like to participate in answering your open tender. After reading your request, we do have some questions and ask for your support to provide you with all the details you would need from us a participant:

1. I understand that you are looking for IT hosting services for Agency. Are there any restrictions about the location the hosting will be provided, e.g. is Berlin a valid location?

QUESTIONS AND ANSWERS

INVITATION TO TENDER N° ACER/OP/MMMD04/2016

Provision of IT hosting services for the Agency for the Cooperation of Energy Regulators

Contract notice: OJ/S 103 of 31/05/2016 (183472-2016-EN)

Last update: 06/06/2016

Question N° 1:

I understand that you are looking for IT hosting services for Agency. Are there any restrictions about the location the hosting will be provided, e.g. is Berlin a valid location?

Answer N° 1:

The location of the datacentre(s) should be in the territory of the Member States of the European Union.

Question N° 2:

Can you provide more details about the technical infrastructure you are looking for? Are there any specific requirements regarding the services you are looking for?

Answer N° 2:

Details regarding the technical infrastructure are provided in the procurement documents, more specifically in Annex I Tender specifications.

Question N° 3:

What are the Agency's software development products?

Answer N° 3:

Please consult the procurement documents, more specifically Annex I Tender specifications. Please consider also that the Agency is looking for a provider to host a variety of software products, some developed by the Agency and some by third party vendors. For a specific example of how a typical order for hosting a software product could look like, please consult the document Annex I.B Case study.

Question N° 4:

Are you searching for the infrastructure as such or do you require any added services, like management of the infrastructure, operating systems, applications, etc.?

Answer N° 4:

Details regarding the services requested are provided in the procurement documents, more specifically in Annex I Tender specifications.

Question N° 5:

Do you need physical access to the infrastructure you are looking for?

Answer N° 5:

Please consult the procurement documents, especially Annex I Tender specifications, for the details about the services requested. Physical access to all hosted infrastructure is required for Agency staff and Agency's consultants.

Mateja VAVTAR (ACER)

From: Evangelos Evangelides <mtiservicesevangelides@gmail.com>
Sent: 06 June 2016 13:05
To: ACER-OP-MMD-04-2016
Subject: Re: Ref 2016/S 103-183472 IT hosting Tender

Thank you

Sent from my iPhone

On 04 Jun 2016, at 11:33, ACER-OP-MMD-04-2016 <ACER-OP-MMD-04-2016@acer.europa.eu> wrote:

Dear Mr Evangelides,

Please note that the procurement documents have been published at the Agency's website, and are available for downloading as of 02.06.2016:

http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx

Kind regards,

Agency for the Cooperation of Energy Regulators
Trg republike 3, 1000 Ljubljana, Slovenia
www.acer.europa.eu

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From: MTI Evangelides <mtiservices@skynet.be>
Sent: Wednesday, June 1, 2016 10:45 AM
To: ACER-OP-MMD-04-2016
Subject: Ref 2016/S 103-183472 IT hosting Tender

Dear Procurement Officer,

I would like to request the procurement documents of the above tender

Best regards

Evangelos Evangelides

MTI Sprl

33 Champ d'Al Vau

BE 1380 Lasne

Email mtiservices@skynet.be

Gsm 1 +32 477 880 447

GSM 2 +32 477 291 326

Skype evangelos.Evangelides

Mateja VAVTAR (ACER)

From: Baudry Jean-Bernard <Jean-Bernard.Baudry@ebrc.com>
Sent: 06 June 2016 07:32
To: ACER-OP-MMD-04-2016
Subject: RE: TED
Signed By: jean-bernard.baudry@ebrc.com

Thanks a lot for your email.
Kind regards

Jean-Bernard BAUDRY Business Development Manager jean-bernard.baudry@ebrc.com
Mob FR +33 (0)6 23 68 93 83 Mob LU +352 621 187 689

EBRC — TRUSTED DATA CENTRE, CLOUD & MANAGED SERVICES www.ebrc.com

Offices
10-12 Place Vendôme Entrée P 75001 Paris
5, rue Eugène Ruppert L-2453 Luxembourg



Please consider the environment before printing this e-mail.

From: ACER-OP-MMD-04-2016 [mailto:ACER-OP-MMD-04-2016@acer.europa.eu]
Sent: samedi 4 juin 2016 11:40
To: Baudry Jean-Bernard <Jean-Bernard.Baudry@ebrc.com>
Cc: ACER-OP-MMD-04-2016 <ACER-OP-MMD-04-2016@acer.europa.eu>
Subject: Re: TED
Importance: High

Dear Mr Baudry,

Please note that the procurement documents have been published at the Agency's website, and are available for downloading as of 02.06.2016:

http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx

Kind regards,

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www.acer.europa.eu

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From: Baudry Jean-Bernard <Jean-Bernard.Baudry@ebrc.com>
Sent: Thursday, June 2, 2016 11:05 AM

To: ACER-OP-MMD-04-2016

Subject: TED

Dear Sir/Dear Madam

Could you please tell us when the procurement documents concerning the ACER/OP/MMD/04/2016 contract notice (published 31/052016) /will be available on ACER's website ?

Your faithfully

Jean-Bernard BAUDRY Business Development Manager jean-bernard.baudry@ebrc.com

Mob FR +33 (0)6 23 68 93 83 Mob LU +352 621 187 689

EBRC — TRUSTED DATA CENTRE, CLOUD & MANAGED SERVICES www.ebrc.com

Offices

10-12 Place Vendôme Entrée P 75001 Paris

5, rue Eugène Ruppert L-2453 Luxembourg



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Mateja VAVTAR (ACER)

From: ACER-OP-MMD-04-2016
Sent: 04 June 2016 11:40
To: Baudry Jean-Bernard
Cc: ACER-OP-MMD-04-2016
Subject: Re: TED

Importance: High

Dear Mr Baudry,

Please note that the procurement documents have been published at the Agency's website, and are available for downloading as of 02.06.2016:

http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx

Kind regards,

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From: Baudry Jean-Bernard <Jean-Bernard.Baudry@ebrc.com>
Sent: Thursday, June 2, 2016 11:05 AM
To: ACER-OP-MMD-04-2016
Subject: TED

Dear Sir/Dear Madam

Could you please tell us when the procurement documents concerning the ACER/OP/MMD/04/2016 contract notice (published 31/052016) /will be available on ACER's website ?

Your faithfully

Jean-Bernard BAUDRY - Business Development Manager - jean-bernard.baudry@ebrc.com
Mob FR +33 (0)6 23 68 93 83 Mob LU +352 621 187 689

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10-12 Place Vendôme Entrée P 75001 Paris
5, rue Eugène Ruppert L-2453 Luxembourg



Please consider the environment before printing this e-mail.

Mateja VAVTAR (ACER)

From: ACER-OP-MMD-04-2016
Sent: 04 June 2016 11:36
To: Fernando Pérez
Cc: ACER-OP-MMD-04-2016
Subject: Re: Tender ACER/OP/MMD/04/2016

Importance: High

Dear Mr Perez,

Please note that the procurement documents have been published at the Agency's website, and are available for downloading as of 02.06.2016:

http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx

Kind regards,

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Trg republike 3, 1000 Ljubljana, Slovenia
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From: Fernando Pérez <FPerez@zabala.es>
Sent: Thursday, June 2, 2016 10:22 AM
To: ACER-OP-MMD-04-2016
Subject: Tender ACER/OP/MMD/04/2016

Dear sir/madam,

I contact you in regard to the tender with number **ACER/OP/MMD/04/2016: IT hosting services for the Agency for the Cooperation of Energy Regulators** whose contract notice was published last 31th may 2016. Although it is specified in the contract notices that Procurement documents will be available for downloading from the website of the Agency within 3 calendar days of the publication of this contract notice. The website address to access the documents is: http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx we cannot see or download any document.

I would appreciate if you could show me or explain where and when we can download all the information concerning this tender.

Kind regards,

--
Fernando Pérez Miguel

Responsable Licitaciones Internacionales / Head of International Tender Department

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Paseo Santxiki, 3 bis · E-31192 Mutilva (Navarra) – Spain

T (+34) 948 198 000

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Mateja VAVTAR (ACER)

From: ACER-OP-MMD-04-2016
Sent: 04 June 2016 11:35
To: Marinov, Boris (init)
Cc: BidOffice; ACER-OP-MMD-04-2016
Subject: Re: ACER/OP/MMD/04/2016: IT hosting services for the Agency for the Cooperation of Energy Regulators

Importance: High

Dear Mr Marinov,

Please note that the procurement documents have been published at the Agency's website, and are available for downloading as of 02.06.2016:

http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx

 and regards,

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From: Marinov, Boris (init) <Boris.Marinov@init.eu>
Sent: Wednesday, June 1, 2016 2:53 PM
To: ACER-OP-MMD-04-2016
Cc: BidOffice
Subject: ACER/OP/MMD/04/2016: IT hosting services for the Agency for the Cooperation of Energy Regulators

Dear Sir or Madam,

Where can we find the tender specification for the procedure "ACER/OP/MMD/04/2016: IT hosting services for the Agency for the Cooperation of Energy Regulators"
(<http://ted.europa.eu/udl?uri=TED:NOTICE:183472-2016:TEXT:EN:HTML?>)

Thank you!

Kind regards
Boris Marinov

init[Europe

Boris Marinov
Region Manager Europe

Square Ambiorix 10
B-1000 Brussels
Belgium

Phone +32 2 880 06 14
Fax +32 2 830 86 12
Mobile +49 176 19706247
Boris.Marinov@init.eu
www.init.eu



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Mateja VAVTAR (ACER)

From: ACER-OP-MMD-04-2016
Sent: 04 June 2016 11:34
To: MTI Evangelides
Cc: ACER-OP-MMD-04-2016
Subject: Re: Ref 2016/S 103-183472 IT hosting Tender

Importance: High

Dear Mr Evangelides,

Please note that the procurement documents have been published at the Agency's website, and are available for downloading as of 02.06.2016:

http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx

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From: MTI Evangelides <mtiservices@skynet.be>
Sent: Wednesday, June 1, 2016 10:45 AM
To: ACER-OP-MMD-04-2016
Subject: Ref 2016/S 103-183472 IT hosting Tender

Dear Procurement Officer,

I would like to request the procurement documents of the above tender

Best regards

Evangelos Evangelides

MTI Sprl
33 Champ d'Al Vau
BE 1380 Lasne
Email mtiservices@skynet.be

Gsm 1 +32 477 880 447

GSM 2 +32 477 291 326

Skype evangelos.Evangelides

Mateja VAVTAR (ACER)

From: ACER-OP-MMD-04-2016
Sent: 04 June 2016 11:33
To: Markus Weber
Cc: ACER-OP-MMD-04-2016
Subject: Re: IT hosting services for the Agency for the Cooperation of Energy Regulators
Importance: High

Dear Mr Weber,

Please note that the procurement documents have been published at the Agency's website, and are available for downloading as of 02.06.2016:

http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx

Kind regards,

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From: Markus Weber <M.Weber@devnet.de>
Sent: Wednesday, June 1, 2016 8:26 AM
To: ACER-OP-MMD-04-2016
Subject: IT hosting services for the Agency for the Cooperation of Energy Regulators

Dear Ladies and Gentlemen,

Can you send us detailed information on the following tender please:

IT hosting services for the Agency for the Cooperation of Energy Regulators

Best Regards,

Markus Weber
Principal Consultant

Mobile: +49 171 2032844
Phone: +49 89 244154026
E-mail: m.weber@devnet.de

DEVnet GmbH
Nördliche Münchner Straße 14a, 82031 Grünwald, Germany
Postal address: Postfach 330611, 80066 Munich, Germany

Phone: +49 89 244154 000

Fax: +49 89 244154 001

E-mail: info@devnet.de

Web: www.devnet.de

Local Court Munich, HRB 181443

Management: Theofanis Alexandropoulos, Andreas Kokott, Theo Maier, Dr. Robert Pfund

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Mateja VAVTAR (ACER)

From: ACER-OP-MMD-04-2016
Sent: 04 June 2016 11:32
To: Saša Tušek Vogrič
Cc: ACER-OP-MMD-04-2016
Subject: Re: Storitve gostovanja IT za Agencijo za sodelovanje energetske regulatorjev

Importance: High

Dear Ms Tušek, Vogrič,

Please note that the procurement documents have been published at the Agency's website, and are available for downloading as of 02.06.2016:

http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx

Kind regards,

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From: Saša Tušek Vogrič <Sasa.TusekVogric@rrc.si>
Sent: Wednesday, June 1, 2016 8:24 AM
To: ACER-OP-MMD-04-2016
Subject: Storitve gostovanja IT za Agencijo za sodelovanje energetske regulatorjev

Spoštovani

prosimo vas za razpisno dokumentacijo za predmet naročila » Storitve gostovanja IT za Agencijo za sodelovanje energetske regulatorjev«.

Hvala

Lep pozdrav

Saša Tušek Vogrič
prodajni inženir

T +386 1 4778 503
M +386 41 704 266



RRC Računalniške storitve, d.d., Jadranska 21, Ljubljana, T +386 1 477 85 24

To elektronsko sporočilo je bilo pregledano z antivirusnim programom Bitdefender.

Mateja VAVTAR (ACER)

From: ACER-OP-MMD-04-2016
Sent: 04 June 2016 11:31
To: Majurin, Rose, Vodafone Group
Cc: Best, Fabian, Vodafone Group; ACER-OP-MMD-04-2016
Subject: Re: Specification request: IT hosting services for the Agency for the Cooperation of Energy Regulators - 2016/S 103-183472

Importance: High

Dear Rose,

Please note that the procurement documents have been published at the Agency's website, and are available for downloading as of 02.06.2016:

http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx

Kind regards,

Agency for the Cooperation of Energy Regulators

Trg republike 3, 1000 Ljubljana, Slovenia

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From: Majurin, Rose, Vodafone Group <Rose.Majurin@vodafone.com>

Sent: Tuesday, May 31, 2016 4:12 PM

To: ACER-OP-MMD-04-2016

Cc: Best, Fabian, Vodafone Group

Subject: Specification request: IT hosting services for the Agency for the Cooperation of Energy Regulators - 2016/S 103-183472

Dear Sir/Madam,

Vodafone is interested to learn more about the following tender which was posted on TED today.

IT hosting services for the Agency for the Cooperation of Energy Regulators - 2016/S 103-183472

Would you be so kind forward us the specification please?

Thank you.

Kind Regards,

Rose



Duanchai (Rose) Majurin
Business Account Manager
International Public Sector
Vodafone Global Enterprise

Direct Dial: +44 (0) 0207 971 3401
Mobile: +44 (0) 79 2081 8393
Email: rose.majurin@vodafone.com

Mateja VAVTAR (ACER)

From: Baudry Jean-Bernard <Jean-Bernard.Baudry@ebrc.com>
Sent: 02 June 2016 11:05
To: ACER-OP-MMD-04-2016
Subject: TED
Signed By: jean-bernard.baudry@ebrc.com

Dear Sir/Dear Madam

Could you please tell us when the procurement documents concerning the ACER/OP/MMD/04/2016 contract notice (published 31/052016) /will be available on ACER's website ?

Your faithfully

Jean-Bernard BAUDRY Business Development Manager jean-bernard.baudry@ebrc.com
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Mateja VAVTAR (ACER)

From: Stefan Funke <stefan.funke@syseleven.de>
Sent: 02 June 2016 10:48
To: ACER-OP-MMD-04-2016
Subject: Regarding Services - 183472-2016 - IT hosting services for the Agency for the Cooperation of Energy Regulators
Attachments: signature.asc

Dead ladies and gentleman!

SysEleven is a managed service provider based in Berlin, Germany. We are certified by the German Federal Office for Informational Security and would like to participate in answering your open tender. After reading your request, we do have some questions and ask for your support to provide you with all the details you would need from us a participant:

1. I understand that you are looking for IT hosting services for Agency. Are there any restrictions about the location the hosting will be provided, e.g. is Berlin a valid location?
2. Can you provide more details about the technical infrastructure you are looking for? Are there any specific requirements regarding the services you are looking for?
3. What are the Agency's software development products?
4. Are you searching for the infrastructure as such or do you require any added services, like management of the infrastructure, operating systems, applications, etc.?
5. Do you need physical access to the infrastructure you are looking for?

Best regards,
Stefan Funke

—
SysEleven GmbH
Umspannwerk - Aufgang C
Ohlauer Straße 43
10999 Berlin

tel +49 30 233 2012 74
Mobil +49 171 8934073
Fax +49 30 616 755 50
GPG: <https://files.syseleven.de/~sfunke/pub/stefan.funke.gpg.asc>

<http://www.syseleven.de>
<http://www.facebook.com/SysEleven>

Aktueller System-Status immer unter:
<https://status.syseleven.de>

Firmensitz: Berlin
Registergericht: AG Berlin Charlottenburg, HRB 108571 B
Geschäftsführer: Marc Korthaus, Jens Ihlenfeld

Mateja VAVTAR (ACER)

From: Fernando Pérez <FPerez@zabala.es>
Sent: 02 June 2016 10:23
To: ACER-OP-MMD-04-2016
Subject: Tender ACER/OP/MMD/04/2016

Dear sir/madam,

I contact you in regard to the tender with number **ACER/OP/MMD/04/2016: IT hosting services for the Agency for the Cooperation of Energy Regulators** whose contract notice was published last 31th may 2016. Although it is specified in the contract notices that Procurement documents will be available for downloading from the website of the Agency within 3 calendar days of the publication of this contract notice. The website address to access the documents is: http://www.acer.europa.eu/en/The_agency/Public_Procurement/Pages/Open-calls.aspx we cannot see or download any document.

I would appreciate if you could show me or explain where and when we can download all the information concerning this tender.

Kind regards,

--
Fernando Pérez Miguel

Responsable Licitaciones Internacionales / Head of International Tender Department

Zabala Innovation Consulting | 30 years! 1986-2016

Paseo Santxiki, 3 bis · E-31192 Mulilva (Navarra) – Spain

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Mateja VAVTAR (ACER)

From: Marinov, Boris (init) <Boris.Marinov@init.eu>
Sent: 01 June 2016 14:53
To: ACER-OP-MMD-04-2016
Cc: BidOffice
Subject: ACER/OP/MMD/04/2016: IT hosting services for the Agency for the Cooperation of Energy Regulators

Dear Sir or Madam,

Where can we find the tender specification for the procedure "ACER/OP/MMD/04/2016: IT hosting services for the Agency for the Cooperation of Energy Regulators"
(<http://ted.europa.eu/udl?uri=TED:NOTICE:183472-2016:TEXT:EN:HTML>)?

Thank you!

Kind regards
Boris Marinov



]init[Services for the eSociety

]init[Europe

Boris Marinov
Region Manager Europe

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B-1000 Brussels
Belgium

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]init[Aktiengesellschaft fuer digitale Kommunikation; Registered Head Office: Berlin, Germany; Registration Court: Local Court Berlin-Charlottenburg, HRB 73218; Management Board: Dirk Stocksmeier (Chairman), Harald Felling; Chairman of Supervisory Board: Uwe Littau

Mateja VAVTAR (ACER)

From: MTI Evangelides <mtiservices@skynet.be>
Sent: 01 June 2016 10:46
To: ACER-OP-MMD-04-2016
Subject: Ref 2016/S 103-183472 IT hosting Tender

Dear Procurement Officer,

I would like to request the procurement documents of the above tender

Best regards

Evangelos Evangelides

MTI Sprl
53 Champ d'Al Vau
BE 1380 Lasne
Email mtiservices@skynet.be
Gsm 1 +32 477 880 447
GSM 2 +32 477 291 326
Skype evangelos.Evangelides

Mateja VAVTAR (ACER)

From: Markus Weber <M.Weber@devnet.de>
Sent: 01 June 2016 08:26
To: ACER-OP-MMD-04-2016
Subject: IT hosting services for the Agency for the Cooperation of Energy Regulators

Dear Ladies and Gentlemen,

Can you send us detailed information on the following tender please:

IT hosting services for the Agency for the Cooperation of Energy Regulators

Best Regards,

Markus Weber
Principal Consultant

Mobile: +49 171 2032844
Phone: +49 89 244154026
e-mail: m.weber@devnet.de

DEVnet GmbH
Nördliche Münchner Straße 14a, 82031 Grünwald, Germany
Postal address: Postfach 330611, 80066 Munich, Germany

Phone: +49 89 244154 000
Fax: +49 89 244154 001
E-mail: info@devnet.de
Web: www.devnet.de

Local Court Munich, HRB 181443
Management: Theofanis Alexandropoulos, Andreas Kokott, Theo Maier, Dr. Robert Pfund

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Mateja VAVTAR (ACER)

From: Saša Tušek Vogrič <Sasa.TusekVogric@rrc.si>
Sent: 01 June 2016 08:24
To: ACER-OP-MMD-04-2016
Subject: Storitve gostovanja IT za Agencijo za sodelovanje energetskih regulatorjev



Spoštovani

prosimo vas za razpisno dokumentacijo za predmet naročila » Storitve gostovanja IT za Agencijo za sodelovanje energetskih regulatorjev«.

Hvala

Lep pozdrav

Saša Tušek Vogrič
prodajni inženir

 +386 1 4778 503
 +386 41 704 266



RRC Računalniške storitve, d.d., Jadranska 21, Ljubljana, T +386 1 477 85 24

To elektronsko sporočilo je bilo pregledano z antivirusnim programom Bitdefender.

Mateja VAVTAR (ACER)

From: Majurin, Rose, Vodafone Group <Rose.Majurin@vodafone.com>
Sent: 31 May 2016 16:12
To: ACER-OP-MMD-04-2016
Cc: Best, Fabian, Vodafone Group
Subject: Specification request: IT hosting services for the Agency for the Cooperation of Energy Regulators - 2016/S 103-183472

Dear Sir/Madam,

Vodafone is interested to learn more about the following tender which was posted on TED today.

IT hosting services for the Agency for the Cooperation of Energy Regulators - 2016/S 103-183472

Would you be so kind forward us the specification please?

Thank you.

Kind Regards,

Rose



Duanchai (Rose) Majurin
Business Account Manager
International Public Sector
Vodafone Global Enterprise

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Email: rose.majurin@vodafone.com