Clarification Note #1

EUSPA internal reference: **327992**

Procurement procedure: EUSPA/OP/27/26 (EUSPA/2026/OP/0017)

Title: 'PKI Maintenance'

Question #1:

Dear Sir or Madam, unfortunately we cannot access website (ACCESS SUBMISSION). after clicking on the button, it goes to a website where failure pops up - Page not found. how can we submit then? BR,

Answer #1:

As this appears to be a technical issue with the eSubmission platform, we kindly ask you to contact the platform's helpdesk directly for assistance.

EUSPA is not in a position to resolve technical issues related to the platform.

Question #2:

With reference to the requirement in Chapter 1, Introduction, of document Annex I.1, which states that "The EUSPA PKI System maintenance programme will cover actions related to the System hardware, software and infrastructure as well as any additional asset needed for its operation/maintenance", we kindly request clarification on the following aspect: Shall the offer include the costs associated with extending the manufacturer's warranty and support services for the existing hardware equipment (e.g., servers, network equipment, etc.)?

Answer #2:

According to PKI-MNT-SOW-079 and 080, "The Contractor shall perform L2 and L3 HW and SW Corrective, Preventive and Perfective maintenance tasks related to the PKI System. The PKI System maintenance shall include the security patching and obsolescence analysis."

Tenderers shall include in their financial offers the costs of extending the manufacturer's warranties and support services for the existing hardware equipment (e.g., servers, network equipment, etc.).

Information on the existing HW is provided in the Inventory List, included in the list of Reference Documents (RD).

Question #3:

With reference to the requirement in Chapter 1, Introduction, of document Annex I.1, which states that "The EUSPA PKI System maintenance programme will cover actions related to the System hardware, software and infrastructure as well as any additional asset needed for its operation/maintenance", we kindly request clarification on the following aspect: Shall the offer include the costs associated with providing replacement equipment (e.g., servers, network equipment, etc.) or replacement components (e.g., hard drives, memory modules, or other hardware components), if required, for example in cases of End of Life (EOL) or End of Support (EOS)?

Answer #3:

According to PKI-MNT-SOW-079 and 080, "The Contractor shall perform L2 and L3 HW and SW Corrective, Preventive and Perfective maintenance tasks related to the PKI System. The PKI System maintenance shall include the security patching and obsolescence analysis."

Tenderers shall include in their financial offers the costs of replacing equipment (e.g., hard drives, memory modules, or other hardware components), where necessary, including in cases of End of Life (EOL) or End of Support (EOS).

Such costs shall be included in the baseline price if the replacement is expected to take place during the baseline period of the contract. If the replacement is expected to take place during an option period, the corresponding cost shall be included in the price of the relevant option.

Information on the existing HW is provided in the Inventory List, included in the list of Reference Documents (RD).

Question #4:

With reference to the requirement in Chapter 1, Introduction, of document Annex I.1, which states that "The EUSPA PKI System maintenance programme will cover actions related to the System hardware, software and infrastructure as well as any additional asset needed for its operation/maintenance", we kindly request clarification on the following aspect: Shall the offer include the costs associated with renewing existing core software licences or the manufacturer's support services for such licences (e.g., virtualization platforms, operating systems, database software, etc.)?

Answer #4:

According to PKI-MNT-SOW-079 and 080, "The Contractor shall perform L2 and L3 HW and SW Corrective, Preventive and Perfective maintenance tasks related to the PKI System. The PKI System maintenance shall include the security patching and obsolescence analysis."

Tenderers shall include in their financial offers the costs of renewing existing core software licences and/or the associated manufacturer's support services (e.g., virtualization platforms, operating systems, database software, etc.).

Such costs shall be included in the baseline price if the renewal is expected to take place during the baseline period of the contract. If the renewal is expected to take place during an option period, the corresponding costs shall be included in the price of the relevant option.

Information on the SW is provided in the Inventory List and supplemented by the Maintenance Reports, both included in the list of Reference Documents (RD).

Question #5:

With reference to the requirement in Chapter 1, Introduction, of document Annex I.1, which states that "The EUSPA PKI System maintenance programme will cover actions related to the System hardware, software and infrastructure as well as any additional asset needed for its operation/maintenance", we kindly request clarification on the following aspect: Shall the offer include the costs associated with replacing existing core software licences, if such replacement becomes necessary, for example due to End of Life (EOL) or End of Support (EOS)?

Answer #5:

According to PKI-MNT-SOW-079 and 080, "The Contractor shall perform L2 and L3 HW and SW Corrective, Preventive and Perfective maintenance tasks related to the PKI System. The PKI System maintenance shall include the security patching and obsolescence analysis."

Tenderers shall include in their financial offers the costs of existing core software licences, where necessary, including in cases End of Life (EOL) or End of Support (EOS).

Such costs shall be included in the baseline price if the replacement is expected to take place during the baseline duration of the contract. If the replacement is expected to take place during an option period, the corresponding costs shall be included in the price of the relevant option.

Information on the SW is provided in the Inventory List and supplemented by the Maintenance Reports, both included in the list of Reference Documents (RD).