



**Minutes of the Clarification Meeting
Office 365 for Exchange - UfMS/IOTP/0037/2016**

Barcelona, 18 October 2016

The information session related to the Technical assistance for Office 365 for Exchange - UfMS/IOTP/0037/2016 tender took place on Barcelona, the 14th of October 2014 at 11:00 hours (Barcelona time) at the UfMS premises.

2 representatives of one company attended the Information session (see attached list of participants).

Procurement Service opened the meeting and reminded the attendees about procedural rules.

8 questions have been raised at the meeting:

Question 1: What is the duration of the contract?

The period of implementation of tasks shall be 48 months from the commencement date, in accordance with section 19 of the special conditions, or until the budget is exhausted.

Question 2: Regarding section 1.2. of the Supply Framework Contract, the time limits for delivery shall be 1 working day from the reception by the Contractor of an Order placed by the UfMS. Could you please clarify these time limits?

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Answer: Once the migration is made, the licenses shall be operational in the following working day.

Question 3: Apart from Annex II + III: Technical Specifications + Technical Offer, what other technical documentation is available?

Answer: Yes, other documents may be presented to complete the technical offer. Column 4 of Annex II + III: Technical Specifications + Technical Offer allows the tenderer to make references to the documentation.

Question 4: Could you please confirm that 24/7 phone support for critical issues and management of the control panel is required?

Answer: Phone support for critical issues and management of the control panel is required will be available any time and every day. But the phone support will be required only during the normal working hours of the UfMS, Monday to Friday between 09h00 and 18h00.

Question 5: Could you tell us who will attend the half-day training?

Answer: The panel will be composed by a three people maximum, including our Administrator.

Question 6: Do the licenses have to be installed on all devices?

Answer: The Installation and configuration of the all devices, 70 PCs and 45 smartphones, must be included.



Question 7: What is the bandwidth?

Answer: 100Mb symmetric.

Question 8: What is the mailboxes size?

Answer: It is less than 120GB at the current situation, usually there are few mailboxes over 2GB (Microsoft Outlook 2010 and 2013).

The information session was completed at 11.40 hours.



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INFORMATION MEETING

List of Visitors

Office 365 for Exchange - UfMS/IOTP/0037/2016

Name	Representing
Mr. Jorge García	Ricoh España
Ms. Sabrina Ruiz	Ricoh España

Barcelona, 14 October 2016