



QUESTIONS AND ANSWERS PERTAINING TO THE OPEN CALL FOR TENDER

S2R.2016.OP.01

Title of Contract: CCA – Long-term needs and socio-economic research

Date: 27/09/2016

	DATE	QUESTION	ANSWER
1.	27/09/2015	The relevant tender documents do not specify whether prefinancing and/or interim payments will be made. Please specify.	If requested by the successful tenderer, the following payment modalities may be applied: <ul style="list-style-type: none"> • Prefinancing: 30% • Interim payment at month 18 (immediately prior to commencement of maintenance regime): 50% • Final payment.
2.	27/09/2015	Section 2.3.7 on “Training and support” provides that the contractor is to supply up to 5 days per year of presence of a senior professional or equivalent level at Shift2Rail premises, or other place indicated by the JU, to provide training and/or support to use the tool and other results of this project. How are these person-days to be allocated (e.g. 5 one-day training sessions, or one five-day training event for all users?)	The allocation of these person-days in training and/or user support will be determined as needed. Tenderers should draw up their proposals accordingly.
3.	27/09/2015	How many users are supposed to attend these training session(s)?	It is foreseen that fewer than twenty users will attend the training.

4.	27/09/2015	In the expression “support to use the tool”, is does the notion of “support” refer to user support, exclusively?	Yes.
5.	27/09/2015	Shall be optional additional training and user support offered (not included in the offered price)?	Services falling outside of the scope of the relevant tender documents are not foreseen.