



EXPLANATION OF THE TENDER DOCUMENTATION NO.1

Organisation	The Extreme Light Infrastructure ERIC Registered office: Za Radnicí 835, 252 41 Dolní Břežany, Czech Republic, Identification No.: 109 74 938
Procurement title:	Development and configuration of the MXCube software for the TREX End Station TP24_026

Dear tenderer,

The organization has received several questions to the Request for Quotation and below explains:

However, we kindly ask for the following clarifications and changes:

Question:

1. Extension of the deadline for offer submission till 11th October 2024. Due to the complexity of the technical specification and also need for clarification of some of the tender's T&C it is not possible to submit an offer in a such a short time.

Answer: Yes, it is acceptable.

Question:

2. Since the MxCube software is published under open source license – specifically the LGPL-3.0 version (<https://github.com/mxcube>), it is not possible to grant the licence under the condition stated in the point 10 of the contract template. Is it be acceptable to deliver the project under the LGPL-3.0 version?

Answer: Yes, it is acceptable to be LGPL-3.0

Question:

3. We kindly ask to limit the software support services to the amount of max 400 hours of support during the 2 years period and being invoiced according to real effort with a predefined hourly rate. The scope of the software support services is described very general so that it is not possible to predict necessary effort for the provision of the support. Therefore, the price for it would have to be very high to cover unknown risks and situations.

Usually, the Contractor offers warranty for the delivered software that it is free of the critical or major defects, and under the condition that the software was not changed by the user.

Answer: We are limiting the amount of support to 100 hours for 2 years, i.e. 50 hours per year.

Question:

4. We kindly ask for a change of the time limits for removing defects during the software support services period for the following:
- a. Critical defect (A category): up to 72 hrs.
 - b. Major defect (B category): up to 5 working days.
 - c. Minor defects (C category): 10 working days.
 - d. Other problems – as agreed by the parties but not longer than within 2 months.

Answer: It is acceptable, we change the time limits for removing defects to:

- a. Critical defect (A category): up to 72 hrs.
- b. Major defect (B category): up to 5 working days.
- c. Minor defects (C category): 10 working days.
- d. Other problems – as agreed by the parties but not longer than within 2 months.

Based on this change, the organization decided to extend the deadline for submission of bids by two weeks to **October 11, 2024, at 1:00 PM, CEST**

Thank you,



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David Pokorný
Procurement Specialist