

IT - TECHNICAL REQUIREMENTS QUESTIONNAIRE

The questionnaire has been broken into two parts.

The first part contains the compulsory requirements to which the contractor must be able to give a positive response. These requirements are classed as selection criteria (as described in Point 16.2.2 - 6) and any negative response will mean the tenderer will not be selected. Any lack of answer will be considered as negative answer.

The second part of the questionnaire contains optional IT requirements which will be evaluated as described in Point 6 and Point 17.1 with respect to award.

PART 1 : SELECTION CRITERIA

1.1) Programme - General

	YES	NO
Is your program compatible with MS Windows Seven 64 bits? (Yes, mandatory)		
Is your programme compatible with Office 2010 32 bits? (Yes mandatory)		

1.2) Connection

	YES	NO
Is the program compatible with a proxy connection with login and password? (Yes, mandatory)		

1.3) User Interface

	YES	NO
Do you provide at least one user interface? (Yes, mandatory)		
If yes, is it (are they) your own interface(s)?		

1.4) Training and Technical Support

Does your support team offer installation assistance? (Yes,		
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mandatory)		
Does your support team offer a helpdesk service to fix problems? (Yes, mandatory)		
Have you got a Hotline for: <ul style="list-style-type: none"> - technical problems (Yes, mandatory) - product utilization (Yes, mandatory) 		

PART 2 : AWARD CRITERIA

2.1) Installation

	YES	NO
Do you use MSI (Microsoft Installer) for the installation of your product?		
Is it possible to install your product with a profile other than that of the user?		
Are some network alternatives installing features available to ease the maintenance work?		
Is it possible to install your product successfully without administrator rights?		
If you have an Excel Add-in, can the installation be done automatically?		
If yes, does it work at security level "medium" as set in the Excel Tools/Macro/Security menu?		
After the installation, do you have a log file compatible with MIF (Management Information Format) structure?		
Does it need a plug-in for Internet Explorer 8 to be installed on each computer?		

Comments

2.2) Licensing

	YES	NO
Do you offer a concurrent licence system (i.e. a licence system where a pool of users shares a group of licences)?		
If yes, is it compatible with cluster based on Windows 2008 R2 and also with the concept of virtualised server?		
Do you offer a site licence?		
Is each licence specifically linked to a PC or an IP address?		
If yes, is the licence always compatible with the installation of a new PC?		
Is each licence specifically linked to a User?		
If yes, the licence can be move to another user without your intervention?		

Comments

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2.3) Programme

2.3.1) General

	YES	NO
Is it compatible with Excel services in MS Sharepoint 2007?		
Can it run on a Windows Terminal Server 2003 or 2008 R2 (used by teleworkers)?		
If yes, what is the licence system using on terminal server?		
Is the programme compatible with a roaming profile?		
Is it compatible with Internet Explorer 8?		
Does it use the .net framework from Microsoft?		
If yes, what version?		
Does it use Sun Java virtual machines?		
If yes, what version?		

Comments

2.3.2) Connection

	YES	NO
Does the access to your database use the standard port (http:80)?		
Does it need specific ports?		
If yes which ones?		

Can you briefly describe the connection used by your end-user product to interface with your database (protocol, connection type, etc)?

2.4) User Interface

	YES	NO
If yes, is it (are they) your own interface(s)?		
Do you have a user interface not requiring Excel to be started?		

Please describe (results, display options, graphics features, integration Microsoft's Office suite, personalization options, etc.).

2.5) Excel Add-in

	YES	NO
Do you provide your own Add-in?		
Is your Excel Add-in compliant with Office 2003 and 2010 (32 bits version) and certified by a commercial certification authority?		
If yes, please give the name of the certification authority:		
Do you have dynamic links to the database that can be refreshed?		
If yes, when?		

Comments

2.6) Training and Technical Support

	YES	NO
Does your support team offer software training for end-users and in-house maintenance staff?		
Do you propose 'On-site' assistance if needed		
Does your support team assist the end-users in quickly finding data?		
Do you have documentation – “help on-line”		
Does your company have a specific service level agreement (SLA)?		

Comments:

- 1) If you have a Hotline, what are the opening times it is available?
- 2) If you have a SLA, in case of a technical problem, can you indicate the average response time?

2.7) Other features

<i>Analytical features</i>	YES	NO
Do your products provide analytical functions/tools (Smoothing, Trend, Seasonal Adjustment, Regression, etc...)? If yes, please enumerate and describe them.		
Are these analytical functions available inside the: User interface only Excel Add-in only Both (the Excel add-in and the proposed user interface)		
<i>Searching & Navigation</i>		
What concepts are available to the user for finding specific series? e.g. country, domain, variable, frequency etc. Please specify		
Can time-series be found using metadata search criteria?		
Can queries be performed across multiple data concepts (countries, topics, ...)?		
<i>Graphics</i>		
What types of graphs do you offer?		

Comments