



## FREQUENTLY ASKED QUESTIONS

INVITATION TO TENDER NO. ENER C2/2013-148  
*SMART CITIES STAKEHOLDER PLATFORM*  
CONTRACT NOTICE: OJ 2013/S 136-235143

Last update: 13/08/2013

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**Question 1:** In section 2.3.2 on page 6 the following experience is requested:

- *Experience of **at least three years** in developing and managing activities [...].*
- *Experience of **at least two years** in working with stakeholders at municipal/community level.*
- *Experience of **at least three years** in writing English texts for website(s).*
- *Knowledge of energy, transport, ICT, water and waste management, and socio- economic topics and experience of **at least one year** in managing stakeholder contacts in these fields.*

This experience shall be proven by:

*A list briefly summarising the activities similar to the ones requested by the tender specifications, delivered by the tenderer **during the last 5 years**, with indications of corresponding budgets, recipients and timing [...].*

How many years are really needed?

**Answer:** The different time periods are to make sure that interested tenderers have a minimum experience in the respective sectors.

The final time period shall give potential tenderers the opportunity to fit in the requested experiences which may be distributed over the last 5 years.

**Question 2:** Is it correct that the downloadable electronic version of the tender documentation is the only official one and no paper version and/or additional CD-ROM is dispatched for this call?

**Answer:** Yes. The access to all tender documents has been provided on the website [http://ec.europa.eu/dgs/energy/tenders/index\\_en.htm](http://ec.europa.eu/dgs/energy/tenders/index_en.htm) as mentioned in the [Contract Notice OJ 2013/S 136-23514](#).

In accordance with Article 153 (1) and (4) of the Rules of application of the [Financial Regulation](#), the Commission shall not send the tender documents in paper form if *unrestricted and full direct access by electronic means to the entire call for tenders and any additional documents* has been provided. Having complied with this requirement, the Commission does not intend to distribute paper copies or any other copies of the tender documents.

**Question 3:** We are considering XXXXX as a partner. We are wondering if that would disqualify the consortium, because of possible conflict of interest.

**Answer:** As this question is rather general it is not possible to give any reliable general theoretical answer.

The possibility of a conflict of interest can only be evaluated with respect to a concrete situation, concrete project, concrete team, etc. The attention of the tenderers is brought to Annex 4 Article II.4 (Draft Service Contract) and Annex 2 both in the [Tender Specifications](#).

**Question 4:** For the legal documents: do we need to supply the originals or can we provide scanned copies?

**Answer:** Please supply the originals.

**Question 5:** Is the hosting of the technical platform supposed to be executed by the contracting authority and thus, only the application maintenance will be done by the tenderer?

**Answer:** No. In fact it is expected that the successful tenderer is hosting the site.

**Question 6:** Could you outline the handover process of the technical platform from current to new service provider in the event of contract award?

**Answer:** It is not yet completely defined how and when exactly the platform is transferred to a potential new contractor. The European Commission will – nevertheless – do its utmost to facilitate a smooth transfer.

**Question 7:** Could you kindly provide further information on the required technical solution in terms of "sizing", i.e. concurrent users, overall registered users, defined user roles, amount of data transfer, etc.?

**Answer:** The present system has been sized for 1500 anonymous and 150 authenticated users, but a specific content type can only be edited by one user at a time.

Currently (as of 13/08/2013) the platform counts 2164 registered users.

The existing user roles are: OCM, Editor, Group organiser, Taxonomy editor, Conference coordinator, Administrator.

The monthly amount of data transfer is approximately 2GB.

**Question 8:** What modules are currently used for the existing website based on Drupal? Could you possibly provide a technical specification of the platform's website?

**Answer:** The platform uses the *Acquia* release supported by DIGIT. Most of the used modules are also available on the DIGIT Platform.

Apart from this we are not able to give any more specific information as this would clearly exceed the purpose of this FAQ. More detailed information will be nevertheless part of the potential handover of the platform from the old to the new contractor.

**Question 9:** In the tender specifications (page 16), the following is written: *In general an interrelation with the Covenant of Mayors communication tools system should be considered.* Could you provide technical details on the Covenant of Mayors communication tools system?

**Answer:** The cited text is not to be understood in a strictly technical sense. It is more generally addressing the issue of exchanging information between the Smart Cities Stakeholder Platform and the Covenant of Mayors to the benefit of both initiatives. This can happen by means of e.g. news entries, newsletters, blog posts or other "tools".

In general the idea is to improve and further expand the information exchange with other initiatives.

**Question 10:** Could you provide information on the current development and release process of the platform website? Is there a staging environment currently in place?

**Answer:** The following "staging environment" is currently used by the platform:

- Every registered user of the platform is able to submit so-called *Solution Proposals* (they will remain available on the platform regardless of their ranking).
- These proposals are ranked and – where it makes sense – bundled or further developed to so-called *Keys to Innovation*.
- These *Keys to Innovation* build the basis for
  - a) the strategic output of the platform towards the European Commission (currently called *Rolling Agenda*) and
  - b) the practical output towards the user base (which is the much bigger part in terms of content). This is currently called the *Tool Kit*.

The ranking of *Solution Proposals* takes place in equidistant time periods with a clear cut-off date. After this cut-off date the ranking of the next set of proposals is started (including the next update for the above mentioned main output documents).

**Question 11:** Are functionalities bundled as features using the *Features* module of Drupal?

**Answer:** Yes. Drupal's *Features* module is being used.

**Question 12:** Could you provide information on the hosting infrastructure? Is the portal hosted in a multi-instances environment on more than one server?

**Answer:** The website is hosted on a single server.

**Question 13:** The current platform's website contains a closed area for registered users (and thus, potential tenderers are not able to enter this area). Could you provide a list of features used in this closed website area? If this is not possible, are you able to provide a test-login for this area?

**Answer:** Registration to the platform is free at no cost for all individuals. We thus propose that you register to the platform in order to see/test all current features. We kindly propose to use this approach as a description of all features would go beyond the purpose of this FAQ.