



EUROPEAN COMMISSION
ENTERPRISE & INDUSTRY DIRECTORATE-GENERAL

Basics & Design industries, Tourism, IDABC
European eGovernment services (IDABC)
Head of Unit

01 SEP. 2006

Brussels,
ENTR/IS/AD/GM/KDV/D(2006) 28194

**Subject: Invitation to tender N° ENTR/05/78 – YOUR EUROPE – Your Europe
portal management and maintenance – Part III**

Dear tenderers,

Please find enclosed answers to requests for clarifications the Commission has received.

Questions 10 to 27 are newly added. For the sake of completeness, all questions previously answered are repeated in this table.

Copy of this note will also be available on the IDABC web site:

<http://ec.europa.eu/idabc/en/callForTenders>

<http://ec.europa.eu/enterprise/calls/calls.html>

Yours sincerely,

Karel De Vriendt

Answers to requests for clarification – Part III

Invitation to tender N° ENTR/05/78 – YOUR EUROPE – Your Europe portal management and maintenance

<u>Question 1</u>	Concerning the call for tender referenced below, and specifically in section 3.2.2 for “Evidence of economic and financial capacity of the service provider”, would our U.K. entity (which will be bidding for the call) use the financial information of our owning entity which is a U.S. entity to prove our financial capacity?
<u>Answer 1</u>	Section 2.3.1 specifies that the tenderer(s) must identify himself by providing information on his legal entity; it also clarifies that the tender can be presented either as a joint bid (in which case all the providers must be considered as tenderers), or as a bid in the name of only one tenderer, the other service providers being considered as subcontractors (in which case section 1.12 applies as well). Financial information should be provided for the legal entities (either a single company or the partners in a consortium) involved in the bid.
<u>Question 2</u>	We are interested in putting in a bid for the above contract but we are concerned that even though we are perfectly capable and have adequate resources, our bid may be rejected on financial grounds. Is there a formula that you apply to the value of the contract vs. a bidder’s total current annual turnover? If so, what is the maximum allowed % of current turnover as represented by the contract value?
<u>Answer 2</u>	Section 3.2.1 clearly answers to this question (see in particular criteria 1.2).
<u>Question 3</u>	We have received the CFT related to "ENTR/05/078 - Your Europe Portal Management and Maintenance". We also would like to ask you whether you could send us the draft framework contract in order to make it analyse by our legal department.
<u>Answer 3</u>	Please find enclosed Annex 5.3 of the tendering specifications, the draft Framework contract.
<u>Question 4</u>	Can you clarify what services do you precisely expect for your 2nd level support?
<u>Answer 4</u>	As specified in section 4.3.6.2, second-level support is part of Task 3 (Operational support). It consists of a technical help desk service to the users of the Portal platform (in particular for the functioning of the back-office).
<u>Question 5</u>	What type of SLA do you have for your current 2nd level support?
<u>Answer 5</u>	We do not have a formal SLA for our current 2nd level support.

<u>Question 6</u>	It is planned to have end-user acceptance tests (as mentioned on page 41 of the Final Specs document). In this case, do you plan having servers in your premises or in the Contractor's premises?
<u>Answer 6</u>	<p>As mentioned in the tendering specifications (see sections 2.3.2 and 3.3), the Tenderer is expected to elaborate on all the points mentioned in the technical specifications, notably on matters of methodology and organisation).</p> <p>With regard to acceptance tests, it is foreseen that at least the final acceptance test will be done on the Commission's premises in case the developed application is supposed to be installed on the Commission's premises. On this subject the Tender should also read carefully the 'Acceptance procedure' text included in section 4.3.8.3., as well as the description of the 'Test plan' deliverable included in section 4.3.8.4.</p> <p>Furthermore, would you please note that in the context of the Scenario N. 2 of WP 2.1 (section 4.4.2.2) it is explicitly required from the Contractor to provide a testing environment on its premises.</p>
<u>Question 7</u>	It is specified in the call for tender that open source solutions can be added together with commercial and European Community existing tools. Does this mean that the technology of the current portal may change from BEA weblogic (for application server) and Oracle (for database) to any of our choosing? What about the current hardware infrastructure (servers, firewalls...)? Does it remain the same or will it also change? Can we have a detailed description of the hardware used if it remains the same?
<u>Answer 7</u>	<p>As mentioned in section 4.3.6.2, the target production environment to be considered is the Commission internal infrastructure. This infrastructure is managed by the Informatics Directorate-General of the Commission and it is subject to a normal evolution, following market trends and public procurement procedures. As an example, the migration of the portal platform to the Documentum Content Management system is foreseen in the near future (see also Task 4 of the same work package). Furthermore, a possible migration from the current technology to a new one would be the subject of a specific contract only if required by the Commission, on the basis of a revised Commission policy on this matter. Concerning the hardware infrastructure, the current portal platform is hosted at the Commission's Data Centre, on application and dissemination servers that are shared by many applications. The above mentioned infrastructure is a scalable one and is evolving regularly in order to cope with the evolving needs of the Commission. For the architecture of the Your Europe platform, please see also section 4.2.2 of the tender.</p>
<u>Question 8</u>	<p>About the production infrastructure environment, is it planned to use the same environment as the one currently used or should the Contractor propose a new production environment? Can we receive a description of the current production environment?</p> <p>Same question for the softwares used in the production environment (BEA Weblogic and Oracle). Is it planned to continue working with these softwares? Is it planned to use other softwares in the future?</p>

<u>Answer 8</u>	Please see answer to previous question. The only possible migration currently foreseen by the Commission is to the Documentum Content Management system, as explained in the tendering specifications (see in particular sections 4.2.2 and 4.3.6.2).				
<u>Question 9</u>	Our U.S. parent company owns our U.K. entity. The U.K. entity will be bidding for the call. Since the U.S. firm owns the U.K. entity, can we use the U.S. entities financial information to meet the financial requirements as they are full owners and back the U.K. entity? In this case, we thought this would not be considered a joint bid as your answer laid out, but rather through a single company, the U.K. entity. Please let me know your thoughts.				
<u>Answer 9</u>	Please see reply to question N. 1. The Financial and Economic capacity will be evaluated for the legal entitie(s) that submit the bid.				
<u>Question 10</u>	A) What is the correlation between the prices of the tenderer under 5.5.1 and the subsistence allowances stated in Annex C? Do the prices of the tenderer replace the specifications in Annex C or do the latter stay in existence? B) How many hours shall the calculation of a "one day meeting" be based on?				
<u>Answer 10</u>	A) The daily subsistence allowance the Commission reimburses will always be the amount indicated in Annex C. This allowance is deemed "to cover all expenses incurred during one day of travel, such as hotel, meals and local transport expenses". However the reimbursement of travel expenses is always based on the real cost and will have to be justified by supporting documents (flight tickets, train etc.). In this respect the following table under 5.5.1 have to be filled with the total of travels expenses and daily allowance. <table border="1" data-bbox="584 1305 1286 1585"> <tr> <td>Travel expenses (average cost) for 1 person for 1 day in the European Union</td><td>Xxxx €</td></tr> <tr> <td>Travel expenses (average cost) for 1 project meeting with EC in Brussels</td><td>Xxxx €</td></tr> </table> B) Tenderers can consider a working day of 7.5 hours maximum.	Travel expenses (average cost) for 1 person for 1 day in the European Union	Xxxx €	Travel expenses (average cost) for 1 project meeting with EC in Brussels	Xxxx €
Travel expenses (average cost) for 1 person for 1 day in the European Union	Xxxx €				
Travel expenses (average cost) for 1 project meeting with EC in Brussels	Xxxx €				
<u>Question 11</u>	• Final Specs.pdf, page 40 states: "Develop gateways to databases located on platforms different from the WWW platforms" - What kind of databases and platforms are envisaged for the gateways?				
<u>Answer 11</u>	This text relates to the possibility of further expanding the portal platform, notably in the context of the future introduction of advanced pan-European e-services (as explained in section 4.3.6.2). This possible extension of the platform needs to be further analysed and might be the subject of a future specific agreement under Lot 2: it is therefore premature to list the type of databases and platforms to be connected via gateways.				

<u>Question 12</u>	<p>• Final Specs.pdf, page 40 (WP 2.1, Task 2: Implementation). states: "In case the Contractor is requested to host the Portal platform, it will have to provide the target infrastructure (or the relevant part of it)."</p> <p>- Do you mean that the contractor will be required to host every environment including dissemination platform and testing environment? - Can you provide complete hardware/software specification of current environments (servers, operating systems, applications installed on these machines along with their versions, network configuration)? - If hosting of dissemination environment is required from the Contractor please provide basic SLA parameters for this service.</p>
<u>Answer 12</u>	<p>As specified in section 4.3.6 (Task 2 page 42), the Commission could require the Contractor to host temporarily the portal platform or part of it. The example given in this section foresees that the Commission might require the hosting for the back-office part; this is in fact the most likely scenario. Nevertheless it cannot be completely excluded that the hosting requirement could also include the dissemination and testing environment.</p> <p>As for the hardware infrastructure please see answer to previous questions N. 7 and 8.</p> <p>Concerning a basic SLA for hosting the dissemination environment, it should obviously guarantee the availability of the public site 24 hours/day 7/7 days. Tenderers are invited to elaborate further on the above.</p>
<u>Question 13</u>	<p>Specs, para 4.4.2.1 b1, b,2 b5</p> <p>The definitions of tasks for LOT2 SCENARIO1 refer to different maintenance and administrative services. Are there any parameters (SLA like) defined for these services e.g. reaction time, hours of operations etc.</p>
<u>Answer 13</u>	<p>As concerns task 1 (section 4.4.2.1), the Tender can assume that the frequency of the regular content updates will be once a week. As for task 2, please see answer to previous question N. 5. For all tasks in this scenario (section 4.4.2.1), the Tenderer can assume that operations run within standard working hours (ie from 8 AM to 6 PM CET, Monday to Friday).</p>
<u>Question 14</u>	<p>Specs, para 4.4.2.1 b1, b,2 b5</p> <p>Can you provide statistics regarding number/frequency of operations requested in tasks 1, 2 and 5 (para 4.4.2.1) that were observed during operation use of the YE e.g. no of trouble tickets, no of change requests etc.?</p>
<u>Answer 14</u>	<p>During the operations of this site (period from Feb 05 to July 06), the regular move into production was done on a weekly basis (i.e. once a week), there were 42 requests for second level support and 36 requests for passive maintenance work.</p>
<u>Question 15</u>	<p>• Final Specs.pdf, page 49 (4.3.8.4. Specific deliverables related to Lot2). states: "The contractor will deliver complete detailed functional and technical specifications for software development, along with its design and, if existing, database structure. Plus any other relevant documents."</p> <p>.or "The results of these tests performed by the contractor must be</p>

	<p>documented and reported to the Commission. This is needed to ensure correct reporting as well as to enable a follow-up of any failed tests."</p> <p>- Is there any specific standard/templates/formats of such technical documents?</p>
<u>Answer 15</u>	<p>There are currently no specific templates to be used. Some examples are available on the IDABC web-site at http://ec.europa.eu/idabc/en/document/3653/5585, and can serve as a reference for the Tenderers on the type of information to be provided in those documents, in the same way as the SSD document mentioned in the following question.</p>
<u>Question 16</u>	<p>• Final Specs.pdf, page 50 (Software documentation)</p> <p>- Is there technical documentation on DB, configuration of system components, domain and class model, use case model accessible for the bidders except YE-SA3-SSD-13 - system specification and design.pdf.</p>
<u>Answer 16</u>	<p>Apart from the SSD document mentioned in the question, the Tenderer is also referred to the documentation on the Your Europe project available at http://ec.europa.eu/idabc/en/document/3196/5875, in particular the Guidelines for the Second release. The 'Hand-over' file (also available at the same URL) also contains some back-office training scenarios.</p>
<u>Question 17</u>	<p>• Final Specs.pdf, page 26 (4.2.1. Place of work), states: "The work shall be carried out on the contractor's premises....."</p> <p>- What approach/mechanism is preferred by EU for granting remote access for the Contractor to the system installed at EU premises.</p> <p>- Some administrative tasks e.g. backuping, troubleshooting, may require direct on-site access to systems installed at EU premises. Will those tasks be fulfilled by EU administrators or the Contractor is expected to cover these services in the scope of the contract.</p>
<u>Answer 17</u>	<p>The Contractor will access the Commission's Your Europe environment remotely via an authorised internet VPN connection (see chart in section 4.2.2, page 27 of the tendering specifications).</p> <p>Normally no direct access to the Commission's premises should be necessary to fulfil the tasks mentioned in the tendering specifications; furthermore, the Contractor is expected to work in liaison with the technical Commission's staff, as explained in section 4.3.6.3 (see in particular the description of Task 2, Task 3 and Task 5).</p>
<u>Question 18</u>	<p>Are there any standard or preferred tools related to tasks specified for LOT2 e.g. trouble ticketing system, configuration management, case etc.?</p>
<u>Answer 18</u>	<p>No, there are not.</p>
<u>Question 19</u>	<p>LOT2</p> <p>Which company developed the YE Portal? Is there any overlapping period envisaged for hand-over or the system from current contractor to the new one? Is current Contractor eligible to bid for the new contract?</p>
<u>Answer 19</u>	<p>European Dynamics SA has developed the site and is the current contractor for technical work. The hand-over is planned by July 2007 at the latest, probably with an overlapping period of a few months. There are no exclusion criteria concerning specifically previous contractors in the Tendering specifications.</p>

<u>Question 20</u>	2.3.3 Contract will need to create development environment at his premises. Should the related cost be included in the price for LOT2 scenarios?
<u>Answer 20</u>	Yes. For scenario 1 (4.4.2.1), this obligation is derived from the description of Task 1 'Maintenance and enhancements' (section 4.3.6.2). This is also required in scenario 2 (see section 4.4.2.2). See also the answer to question N. 25 below.
<u>Question 21</u>	With reference to point 2.1. of the Specification, we assume that the offer itself may be written in English and the attached formal documents (for example copy of the Register of Companies) in the other official EU language - language of our company residence. Is that right?
<u>Answer 21</u>	This is possible, no problem.
<u>Question 22</u>	Point 2.2. of the Specification - "How to submit a tender" indicates that the tenders must be sent in triplicate. Does it mean one "original" and two copies?
<u>Answer 22</u>	Yes.
<u>Question 23</u>	The indicated European CV format in Annex 5.4. is not valid anymore, as it was replaced by the "Europass" format. Therefore, which format should we use? can we use the "Europass CV" format?
<u>Answer 23</u>	Europass being an improvement of the European CV in Annex 5.4, the Tenderer can use any of the two at his/her choice.
<u>Question 24</u>	Points 3.2.1 "Selection Criteria" and 3.2.2.a) "'Evidence of Economic and Financial Capacity" of the Specification stand in one respect in contradiction. The first requires provision of annual accounts for the past 3 years, whereas the second mention annual accounts for the last 2 years. Which number is proper?
<u>Answer 24</u>	The contradiction is only apparent. Selection criteria 1 states that the assessment of the financial reliability will be based on the Tenderer's audited annual accounts of the past 3 years. Nevertheless in section 3.2.2 it is requested to provide full copy of the Tenderer's annual accounts of the last 2 years, knowing that each annual account contains normally a copy of the previous year figures. Anyhow, the Tenderer can include full copy of the annual accounts of the last 3 years.
<u>Question 25</u>	p45, WP2.1. Task4 Can you provide specification of Documentum components that comprise Commission Documentum Content Management system? We suppose that EC has already enquired licences for Documentum software. If yes, will the Contractor be eligible to use these licenses for building development environment as well or should the Contractor cover related cost separately?
<u>Answer 25</u>	As mentioned in section 4.3.6.2 in relation the Web Content Management (WCM) tool chosen by the Commission, the Contractor 'shall be compliant with the related guidelines realised by DG COMM (in particular a WCM starter kit, see documentation available at http://forum.europa.eu.int/Public/irc/opoce/wcmsk/library)'. As regards licences, in Task 4 of WP 2.1 (Migration to Commission's Web Content Management system, section 4.3.6.2) it is specified that "The Contractor shall provide the development/testing environment.";

	<p>nevertheless the possibility exists that (in the case where a development licence for Documentum would need to be acquired by the Contractor on an ad-hoc basis in the context of a specific contract) the Commission could made available to the Contractor a floating development licence for Documentum for the duration of the related specific contract.</p> <p>Please not however that the above possibility should not in any case be confused with the provisions of the second scenario of Lot 2 (section 4.4.2.2), whereby it is specified that <u>‘The development and testing platforms (including the related Documentum development environment and licences) shall be provided by the Contractor on its premises.’</u> The related costs for the licences are therefore to be included in the Tenderer’s proposal for this scenario.</p>
<u>Question 26</u>	<p>We are Turkey-Istanbul based consulting company providing translation services. We have found out that this tender involves some Turkish translation, too. Can we submit a tender only for Turkish translation jobs?</p>
<u>Answer 26</u>	<p>Variations in the specified lots are not allowed; a bid for each lot, in this case lot 1 "Editorial work and Translations", has to cover all requested services.</p> <p>Furthermore, our contracts are covered by the Government Procurement Agreement (GPA) and since Turkey is not a member of the GPA, we are not in a position to accept bids from Turkish service providers.</p> <p>More information on the GPA can be found on WTO's web site http://www.wto.org/english/tratop_e/gproc_e/gp_gpa_e.htm.</p>
<u>Question 27</u>	<p>Can a U.S. firm participate in the call for tenders?</p>
<u>Answer 27</u>	<p>Please see answer to question N. 26. U.S.A. being members of GPA, bids from U.S. firms can be accepted.</p>