



Version: 11/03/2015

## Q&A

**Subject:** Management, development and update of the Eltis web portal

**Ref no:** Tender n° MOVE/C1/2015-289

**Q1: Could you please specify in which format would you like to receive the Financial offer?**

A1: There is no specific format. The financial offer must only comply with paragraph 2.6 of the Tender Specifications.

**Q2: The Service Contract mentions: "II.15.6 Interim payments and payment of the balance. The contractor shall submit an invoice for interim payment upon delivery of intermediary results, accompanied by a progress report or any other documents, as provided for in Article 1.4 or in the tender specifications." The Article 1.4 of Service Contract contains only a pre-financing payment of 30% and a final payment of the balance. Would the provision of an interim payment would be considered, and if so, at what point of project execution and what percentage of the total sum?**

A2: No, the contract foresees only a pre-financing payment in the amount of 30% of the price, in the beginning of the contract, and a final payment – payment of balance - in the amount of 70% of the price, in the end of the contract.

Article II.15.6 is a part of the General Conditions and applies to the cases in which the Specific Conditions would foresee an interim payment: this is not the case here.

Please refer also to the second page of the draft contract, where the hierarchy between different parts of the contract is explained: the Special Conditions shall take precedence over other parts of the contract.

**Q3: The Tender Specifications under Article 3.2 describe the current cloud architecture of Eltis portal. Can you explain whether the current cloud architecture acts as a requirement that has to be replicated or whether alternative solutions are acceptable?**

A3: The current cloud architecture is for information. It is not a requirement and alternative solutions may be proposed.

**Q4: The Tender Specifications under Article 3.3.6 mention: "The contractor will prepare, organise and host five meetings of the Coordinating Group of the European Platform on Sustainable Urban Mobility Plans, bringing together up to 30 representatives of SUMP-related projects and Commission staff, in order to coordinate activities and facilitate**

**cooperation on joint initiatives identified by the group. The meetings will take place in Brussels on Commission premises." Does this imply that the European Commission will provide meeting facilities and that the contractor will not be responsible for providing meeting facilities and pay for the travel and accommodation costs of the representatives invited?**

A4: This indeed implies that the contractor will not have to provide meeting facilities neither to reimburse travel and accommodation costs of the representatives.

**Q5: Please provide some basic information about the traffic on the Eltis portal. What was the average and the maximum number of unique users per month in 2014? What was the average and the maximum number of concurrent unique users in 2014? What was the average and the maximum bandwidth used by the production server in 2014? What was the average page load time (idle and peak)? Was the average page load time satisfactory?**

A5: These questions are not considered relevant for presenting a proposal.

**Q6: May we propose an alternative server architecture consistent with the traffic data provided and with the service and security levels indicated in the ToR?**

A6: The server architecture mentioned is for information. It is not a requirement and alternative solutions may be proposed.

**Q7: Are there any facts or features of the current solution incl. CMS in use (i.e. Drupal) that you are not satisfied with and the tenderer should consider them to propose the most suitable CMS for your needs?**

A7: We do not deem this aspect to be relevant and therefore did not include it in the tender specifications.

**Q8: If there are not any drawbacks in the current solution and solution architecture will you prefer the tenderer who will use Drupal instead of other CMS in the future again?**

A8: We will of course review the proposed CMS, whether Drupal or another one. We do not have a requirement to continue using Drupal.

**Q9: Could you estimate the scope and nature of the possible development of Eltis web portal during the next contract period and could you provide more details or examples of such your requirements if they differ from those already stated in the chapter 3.3.4 of the specification?**

A9: It is premature to answer this question but we can state that, depending on the future level of budget, we are considering whether to extend the scope and/or depth of the work in the future. Of course, this statement does not represent any commitment from the side of the Commission.

**Q10: Clarification 1: In Section 3.3. Tasks to be conducted, Subsection 3.3.5 Maintenance of the Eltis Portal, page 13 of the Tender, it is mentioned that the Maintenance of the Content, including databases, documents and links is a requirement. Could you please specify and enumerate the types of the existing content of the portal that will have to be updated?**

A10: All content on the website needs to be kept updated.

**Q11: In Section 2.3.2. Technical and Professional Capacity Criteria, page 7 of the Tender, a List of relevant services provided in the past five years is required as evidence of the Tenderer's adequacy. Does the Tenderer also have to present a List of Projects on Urban Mobility?**

A11: The tender specifications are very clear, distinguishing between the requirements to the tenderer on the one hand and to the team on the other hand. Please refer to points 2.3.2 (a) and 2.3.2 (b) respectively.

The tenderer must prove that it has experience in the development and management of websites, and in delivering projects in the English language.

The team must, as a minimum, contain all five profiles mentioned under point (b).

One of the five profiles is "Expertise in urban mobility" described as: "at least one member of the team should have at least five years of experience in implementing urban mobility measures and / or the preparation of urban mobility / transport plans, as guaranteed by past relevant experience". As stated in the introduction to the five profiles, those profiles "may be combined": for example, someone with expertise in urban mobility and also in web design can count for both those criteria if he/she meets the details of both those criteria.

The evidence requested regarding the tenderer are the list of projects and certificates. The evidence requested regarding the team are the CVs. Please refer to point 2.3.2 (c).

So the tenderer does not have to present a list of projects in urban mobility, but the team must include at least one person who has expertise in urban mobility.

**Q12: In Section 2.3.2. Technical and Professional Capacity Criteria, page 7 of the Tender, a List of relevant services provided in the past five years is required as evidence of the Tenderer's adequacy. The List of services must also be accompanied by certificates of satisfactory execution, specifying that the services have been carried out in a professional manner and have been fully completed. Can the certificates in question refer to Framework contracts or would you require that a certificate is submitted per service?**

A12: The overall performance under a Framework Contract is not relevant enough, it is better to provide evidence on the level of specific contracts under that Framework Contract.

**Q13: Concerning the Coordinating Group meetings:**

- a) We understand that the contractor is not in charge neither of the booking of the participants' flights tickets nor for their accommodation. Could you confirm so?
- b) Can we assume that the meeting rooms on Commission premises will be equipped or shall we foresee to arrange the provision of technical equipment?
- c) Could you please specify the duration of the five meetings?
- d) Do you expect the contractor to (i) be involved in the preparation of content? (ii) cover the catering expenses?

A13:

- a) The contractor is indeed not in charge neither of the booking of the participants' flights tickets nor for their accommodation;
- b) The contractor can indeed assume that the meeting rooms on Commission premises will be equipped with internet connection, beamer, and projection screen;
- c) Each Coordination meeting is expected to last one day or one and a half day (1 ½) depending on the agenda;
- d) We expect the contractor to be involved in the preparation of the agenda but not the content unless directly related to its other tasks under the contract. Further, the contractor is not expected to cover the catering expenses if any.

**Q14: Concerning the helpdesk service, could you please provide us with information about how many questions are expected on average to be raised in one year and about their complexity?**

A14: We expect an average of 50 questions per year. This is however not contractually set as we cannot predict how the traffic on the website will evolve and the interests of the visitors will develop. If the contractor does not have sufficient information, the Commission will assist him in drafting the answers.

**Q15: In the Tender specifications (page 7) tenderers are required to provide "Expertise in web design: at least two members of the team should have at least five years of experience in web design, as guaranteed by past relevant experience.". However, the list of tasks to be performed does not include any design tasks. Can you please clarify what design tasks are expected, and of what scope / extent?**

A15: The EC is likely to ask improvements to the design of the website as they appear needed in the future and the contractor is naturally expected to propose such possible improvements when it sees the need or opportunity for it. This is part of the overall management of the website.

**Q16: In the Tender specifications there is no requirement for experience in development (IT programming) of new website functionalities. There is also no such task in the task description. To help provide a correct financial estimate, can you confirm that no IT development tasks are required (with the possible exception of the initial setup of the CMS)?**

A16: The EC is likely to ask for new website functionalities as they appear needed in the future and the contractor is naturally expected to propose such possible improvements

when it sees the need or opportunity for it. This is part of the overall management of the website.

**Q17. Please provide Annexes 1, 2 and 3 in an editable form.**

A17: Yes, they are now available on the webpage where this Q&A is placed.

**Q18: Could you please specify if the contractor is expected to take care of the five language versions of the newsletter, other than English, and of any additional multilingual element present in the website?**

A18: The multilingual elements that are currently present in the website should be kept but, given that they concern the structure rather than the content, they should in principle not need to be worked on. There may be some translations needed for small changes. The newsletter will be only in English.

**Q19: Is the current Eltis server owned by the current consortium, or is it property of the EC?**

A19: Please refer to paragraph 2.3 of the Tender Specifications: *"The aim of this tender is to seek a service provider **to manage, develop and update the Eltis portal /.../**"*

This means that the contractor must provide a solution for the hosting of the website. But it does not necessarily need to be through a physical server; it can also be done through for example shared solutions such as "cloud architecture".

This also means that the Commission does not own nor will not make available a server to host the portal, as the contractor has to propose his own hosting solution.

On the other hand, the EU owns the Eltis web portal and its content. Please refer to article I.8 of the draft contract as published – as a rule, the EU acquires intellectual property rights of any result delivered under a public contract.

**Q20: In Section 1.6. Identification of the Tenderer, page 4 of the Tender specifications, it is mentioned that the in order to prove their legal capacity and their status, all tenderers (including any member of a consortium of grouping) must provide a signed Legal Entity Form with its supporting evidence. The form is available on: [http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/legal\\_entities/legal\\_entities\\_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm). Nevertheless the form to which the link directs contains no supporting documents. On the other hand, in the instructions on how to fill the particular form it is mentioned that: 'The department will invite you to transmit additional supporting documents: for example a copy of a bank statement (amounts hidden, if necessary) to be annexed to the bank account identification form, an extract of the trade register or a copy of the passport to be joined to the "Legal Entity" form'. Could you please specify which supporting documents will be needed for the Legal Entity Form for Tender Submission?**

**A20:** The supporting documents are the documents supporting and proving the information presented at the Legal entity form, e.g. extract from the commercial register for private entities, decision of the establishment for the public entities, the identification document for the natural persons, statement from the bank confirming the bank account.

The precise form of the supporting evidence will depend on the Member State of origin of the tenderer.

For more information, please see this link:

[http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/legal\\_entities/legal\\_entities\\_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm)

**Q21: In Answer 10, provided in the latest QA batch, the Authority, when asked which content of the Eltis portal needs to be kept updated, it answered "All content on the website needs to be kept updated". Could you please give us an indication or estimate of the proportion of content published on the Eltis portal that is currently submitted by users?**

A21: The proportion that is currently submitted by users is roughly 15%. But this is not a commitment for the future, only an indication of the current situation.

**Q22: We would like to ask the following, concerning the Coordinating Group meetings: Could you please confirm that the contractor is not expected to lead and facilitate the meetings?**

A22: The contractor is indeed not expected to lead and facilitate the meetings. This will be done by the Commission. But the contractor is expected to be involved in the preparation of the agenda and to write the minutes.

**Q23: Concerning the Quality Assurance Plan mentioned in 3.3.5 page 14, do you mean that this is the plan you expect from us in terms of risk management, publishing or does this refers to an internal doc of the EC? In this case, can you give us more details or an exemplar of this document?**

A23: Under 3.3.5 of the Technical Specifications it is mentioned that the contractor must "Ensure that all new content is validated by the European Commission and subject to internal quality control based on the Quality Assurance Plan". This refers to the Quality Assurance Plan to be foreseen by the contractor. There is no template for such a plan, each contractor should propose what it sees best.

Please refer also to award criterion 3 – *Quality of project management* – and in particular 2<sup>nd</sup> bullet point thereof. The evaluation committee will assess, among other things, risk management strategy and approach to the quality assurance that a tenderer would propose.