

EIGE/2011/OPER/24 Questions & Answers Nr 2

Question 1: The tenderers are requested to provide the document of maximum 30 pages, A4 format, font Times New Roman size 12 presenting the Technical Proposal. Is the 30 pages inclusive or exclusive of diagrams and/or graphics proposals?

Answer 1: The 30 pages are inclusive of diagrams and/or graphics proposals.

Question 2: In the specifications (e.g. on page 3) is cited a “feasibility study on effective electronic network” on which specifications are based; is it possible to receive a copy of it?

Answer 2: Yes it is possible. A copy of the relevant sections of the study is uploaded on the website at <http://eige.europa.eu/content/eige-2011-oper-24> in the field “relevant documents”.

Question 3: On specifications, on page 5, is stated that the graphical user interface should “follow design style guide, as defined in Annex 1”, could you please provide us with that annex?

Answer 3: The annex is uploaded on the website at <http://eige.europa.eu/content/eige-2011-oper-24> in the field “relevant documents”.

Question 4: The contractor should provide also the hosting for the electronic network platform?

Answer 4: No, it will be hosted by EIGE.

Question 5: In case hosting should not be provided, could you please provide detail of the hosting platform?

Answer 5: For the electronic network platform EIGE will provide necessary servers with CentOS or Microsoft Windows Server (2003 or 2008) operating system. The servers will be provided as virtual instances on VMware vSphere infrastructure. If database is needed, EIGE will provide access to existing Oracle environment.

The tenderer shall indicate the memory and space requirements for the proposed platform.

Question 6: Specifications require as a mean to prove technical capacity, a list of principal services. In our understanding, the above cited sentence, means a general list of services that the company can provide (i.e. its main areas of business) and not a specific list of services (i.e. projects actually delivered) provided by the company. Please confirm our understanding.

Answer 6: We confirm that your understanding is correct.

Question 7: Points related to the sub-items of the second award criterium in table on pages 18-19 of the specifications is unclear to us: the sum of the sub-items points is 95, while the criterium itself is 60; could you please clarify this issue?

Answer 7: Please see answer to question 2 of the document "Questions and Answers 1".

Question 8: The composition of the team (ref. page 16 of the specifications) should include also the curriculum vitae of the team members?

Answer 8: As stated in point 3 of section 2.4.4:

"The tenderer should present a proposal outlining the organisation and composition of the project team, specifying respective roles and contributions."

Question 9: Under 1.4. Functional specifications it is stated that

The portal should be based on Drupal content management system.

Our question is does the proposal have to be "Drupal" based or can it be any (other) type of - competitive or better - open source based content management system that otherwise meets all the requirements of the tender?!

Answer 9: EIGE's website functionality is currently Drupal. A recent website revamp has also taken place which also operates on Drupal - and therefore it is not envisaged that the future web environment of EIGE will change. For the sake of system interoperability, internal operations, training, and maintenance - EIGE envisages a common approach and therefore maintains that the portal will be based on Drupal CMS.