



EUROPEAN INSTITUTE FOR GENDER EQUALITY

Vilnius, 11. 05. 2012  
EIGE/PROC D/2012/227

**Tender:** EIGE/2012/ADM/13  
**Framework contract:** Services to support EIGE's communication activities  
**Subject:** Answers to requests for clarifications regarding the Tender Nr. 3

Dear Sir/ Madam,

From potential tenderers we received questions that could be of general interest. Please find herewith the answers to these questions.

Sincerely yours,

Procurement  
EIGE

## **EIGE/2012/ADM/13. Questions & Answers Nr 3**

### **Question 1:**

As part of the evidence for Technical & professional capacity in regard of Lot 4 it is requested to provide CV's of managerial staff: May we assume that you expect here the CV's of the Directors / Heads of delivery units? Or do you expect the CV's of the members of board / Executive Directors of the legal person? Is the Europass Format welcomed?

### **Answer 1:**

We refer to the CV's of Directors/Heads/Managers of delivery units/teams. CV's in Europass format are welcome

### **Question 2:**

How do you expect to provide evidence of the experience in regard of Technical Capacity under Lot 4? May we assume that the proposed team / staff CV's with according experience in years and relevant projects are considered to be sufficient? Or do you expect additional evidence? If so, please advise.

### **Answer 2:**

The CV's of the proposed team should provide evidence of the experience in years and relevant projects.

### **Question 3:**

As part of the evidence for Technical & professional capacity in regard of Lot 4 it is requested to provide list of URLs: What is expected amount of project references listed in this section?

Where is the difference between the financial resources and the value of the contract?

### **Answer 3:**

As mentioned in section 2.1.3 "The list of URLs should contain at least two websites which integrate and implement a search interface of a database of resources and one website that implements an interactive interface for presentation of statistics".

"Financial resources" is case the tenderer was not the single contractor.

### **Question 4:**

In regard to page 26 (services in various EU official languages): what languages are actually requested (Background: we have in-house available: English, German, French and Spanish and plan therefore not do subcontracting to an translation service). If

required we could provide professional translation services with our network of partner companies in more than 60 languages, but we would prefer if translations services are not considered as subcontracting. Please advise.

**Answer 4:**

All official languages of EU could be subject to this contract. For Lot 4, translation of content will be provided to the contractor. The web services provided by the contractor could regard content in any EU official language (e.g. a multilingual website). The provided web services should support the delivery of content in any EU official language.

**Question 5:**

For Lot 4: We understand that the services provided under Lot 4 will be ordered by EIGE through individual purchase orders. In regard of the requested staff (price grid lot 4): is there an expected percentage of involvement for each role / staff by category per year?

**Answer 5:**

The involvement of each role will depend on the nature of the service. Therefore, no estimation can be provided.

**Question 6:**

Page 27: Quality of the simulation (in regard of lot 4): What is the expected outcome for this section in regard to lot 4? Can we assume that the provided HTML-prototype is sufficient? Or do you expect more information on how we would implement the revamped EIGE Website or how we provide our services in general in respect to the scope of work (page 12 -16)? Please advise.

**Answer 6:**

As explained in page 27 of the Tender Specifications, "For Simulation in Annex 1, the tenderer must provide a clear and detailed description of the planned actions and their implementation. The tenderer must display the relevance and functionality of his approach. The tenderer must demonstrate in the simulation that he understands the scope and responsibilities of EIGE's work."

A "description of the proposed methods the contractor will use to guarantee that the services and tasks outlined in the technical specifications are carried out as efficiently as possible in terms of cost, speed and quality" are requested in part "1. METHODOLOGY", as described in page 26 of the Tender Specifications.

**Question 7:**

Page 15: Could you provide a technical documentation of the given infrastructure in terms of hardware, software and security policy? In regard of hosting on the contractor's web servers: How is the business model for hosting externally? Are purchase orders for external hosting services intended?

**Answer 7:**

When the purchase order will be placed for the specific tasks, Institute will provide required documentation about relevant infrastructure setup at the time of order.

Institute's opinion is that current infrastructure information is not required to provide the proposal for the development of the web services.

Hosting may be included into orders in rare cases

**Question 8:**

Page 16: Is the EIGE's Styleguide mandatory for the HTML-Prototype (Simulation)? If so, could you please provide it?

**Answer 8:**

As explained in page 38 of the Tender Specifications "In designing the homepage and the rest of the sample site screens, the use of the Institute's logo is the only mandatory requirement. Designers are encouraged to be as creative and innovative in their proposals." The use of EIGE's style guide for the purpose of the simulation is not mandatory.

**Question 9:**

For Lot 4: Main site or location of work shall be the contractor premises: What is the expected meeting frequency with the core project team or at least the project manager at EIGE's premises? Kick-off and then monthly, quarterly? Please advise. Are travel expenses reimbursed for those meetings?

**Answer 9:**

The meeting frequency is expected to vary according to the nature of the services requested. Per average, we expect to have 3-5 meetings in Vilnius per year. Travel expenses of the contractor are not reimbursed

**Question 10:**

At pages 13 and 14 of the Tender Specifications, it is written that some tasks (mainly integration and maintenance) may be required in relation to two systems respectively, the European Network on Gender Equality and the Online Library which appear to be under development. Can you give more details on these systems, about the technologies used, architecture, functionalities, etc. in order to allow the Tenderer to have a full understanding of the required expertises?

**Answer 10:**

The functionalities that will be developed in these two systems are described in the respective ToR's, accessible at <http://www.eige.europa.eu/content/eige-2011-oper-19> and <http://www.eige.europa.eu/content/eige-2011-oper-24>

**Question 11:**

At page 15 of the Tender Specifications, point 2 of the Conditions for all deliverables services described under LOT 4, it is written that "Hosting can be done on the contractor's web servers or on the Institute's web servers (depending on project), for development, test and production of websites and web applications - including hosting on streaming (video and audio) servers; If the Institute's will is that the project is to be hosted internally the contractors needs to take all the provisions as stated in point 1.". In case hosting is to be done on the contractor's web servers, will it be ordered through this framework contract? And if so, on which basis will the service be ordered to the contractor, considering that Lot 4's price grid foresees only prices per profile per man-day?

**Answer 11:**

Within Lot 4 all costs related to the contractor's services are implied in profile prices.

**Question 12:**

In ANNEX I of the Tender Specifications – Simulations, it is written "In designing the homepage and the rest of the sample site screens, the use of the Institute's logo is the only mandatory requirement. Designers are encouraged to be as creative and innovative in their proposals.". Though on p.16 it is written that "The deliverables should adhere to EIGE's style guide and the Information Provider's Guide of the European Commission.". Can you confirm that no other element from the EIGE's style guide than the Institute's logo must be used for the development of the HTML pages required as Simulation under Lot4? Conversely, can you please specify which additional element(s) of the style guide must be used?

**Answer 12:**

Please refer to Answer 8