

**Open Tender Procedure Clarifications No. 1**  
**European Banking Authority Procurement Procedure: Website Services**  
**EBA/2016/02/COMM/SER/OP**  
**Date: 20 May 2016**

No.	QUESTION	EBA ANSWER
1	<p>In the TERMS OF REFERENCE document on Page 7, it is addressed: “The Contractor will be required to provide and maintain a secure hosting service and a WCMS at the level of the current LIFERAY 6.1.1 CE utilized by EBA or analogues. What does analogues word mean in this context? Our assumption on this matter is that it is not foreseen the use of LIFERAY EE as WCMS but it will be possible to use LIFERAY 6.1.1 CE or above versions. Is this assumption correct?</p>	<p>Your assumption is not correct. Please refer to Section C Description of the EBA Website in Section 1 of the Terms of Reference. The minimum requirement in terms of versions is LIFERAY 6.1.1 CE. Any higher versions of LIFERAY may be offered, provided the contactor can guarantee the full compatibility of the current EBA website.</p>

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2	<p>In the TENDER SPECIFICATIONS document on Page 12 (Point B.6.2.1. ECONOMIC AND FINANCIAL CAPACITY and LEGAL CAPACITY), it is addressed: “Tenderers must be in a stable financial position and have the economic and financial capacity to perform the contract. The tenderer’s average annual turnover for the last three (3) financial years (1013, 2014 and 2015) concerning the type of services covered by these Tender Specifications must be at least EUR 360,000 (three hundred and sixty thousand euros)”. Our assumption on this matter is that the tenderers must provide economic evidences of providing website services for the hosting, maintenance and enhancements limited to LIFERAY CE WCMS. That is, those website services had to be provided using only LIFERAY CE as WCMS. Is this assumption correct?</p>	<p>Please refer to the TENDER SPECIFICATIONS document on Page 12 (Point B.6.2.1. ECONOMIC AND FINANCIAL CAPACITY and LEGAL CAPACITY). Your assumption is not correct. It refers to the turnover concerning website hosting, maintenance and enhancement services.</p>
3	<p>Could the EBA please advise whether there is any possibility of reuse of servers/infrastructure from existing to new vendor?</p> <p>Does the new vendor need to procure and setup everything?</p>	<p>Please refer to the Terms of Reference. The future contractor needs to procure, set up and maintain the current EBA website. There is no possibility of re-using the servers/infrastructure from the existing to the future vendor.</p>

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4	<p>The current set of servers mentioned in the Terms of Reference document does not list an email server. Could the EBA please elaborate how the emails / notifications are generated currently?</p>	<p>Please refer to Section C Description of the EBA Website in Section 1 of the Terms of Reference. The logical diagram shows the current set up of the servers. No extra email server is needed.</p>
5	<p>Are we correct in assuming that there is no need to procure new software and that the existing stack will continue?</p>	<p>Please refer to Section C Description of the EBA Website in Section 1 of the Terms of Reference. No new software is needed, only the software mentioned in the framework contract for LIFERAY 6.1.1 CE Platform.</p>
6	<p>Could the EBA please confirm the Scope of services only includes:</p> <ol style="list-style-type: none"> <li>1. Hosting, backup, Security (environments for Dev, Testing, Pre-Prod, Prod, DR)</li> <li>2. Helpdesk</li> <li>3. Maintenance of EBA website, ECMS, other tools, extranet/sub sites</li> <li>4. Business maintenance services</li> <li>5. Training</li> </ol>	<p>Please refer to Section 2 Scope of Contract: Website Maintenance, Hosting and Enhancement. Please also refer to Section 3 Description of the Services.</p>

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7	<p>Could the EBA please expand on the following:</p> <ol style="list-style-type: none"> <li>1. No. of support incidents (major, minor) that are raised currently per day/week</li> <li>2. Average incident time-to-implement</li> <li>3. Backlog size</li> <li>4. Service Credits per month</li> </ol>	<p>Please refer to Section 4 B Quality of Service/Key Performance Indicators (KPIs) in the Terms of Reference. These are achievable and realistic KPIs based on the 3 past years of service during which no single incident was registered.</p>
8	<p>The EBA has mentioned that LIFERAY CE is currently used. Could you please advise if there are any plans being considered regarding possibly moving onto the LIFERAY EE?</p>	<p>Please refer to Section C Description of the EBA Website in Section 1 of the Terms of Reference. The current version required is LIFERAY 6.1.1 CE. Any higher versions of LIFERAY may be offered, provided the contactor can guarantee the full compatibility of the current EBA website.</p>
9	<p>Could the EBA please advise what level of support operations are expected e.g. 24 x 7 or only during business hours (e.g. 8AM to 6PM UK time)?</p>	<p>“The Contractor must be able to respond to the EBA staff during the business hours of the EBA offices in London, UK (8am until 6pm - UK time) over the phone or by email”. They must also be able to guarantee full functioning of the website 24/7 and intervene rapidly at any time needed.</p>
10	<p>Could the EBA please confirm that we should assume an average of 25 hours per month for carrying out the maintenance (of website and other tools) and that the remaining time of the team should be dedicated to standard helpdesk and support activities,?</p>	<p>The average 25 hours/month of maintenance work is described in section C Business maintenance. It refers to: Website Maintenance (page 11), Interactive Single Rulebook (SRB) and Q&amp;As tools (Page 11), Contacts Database and Email Alerts (Page 12), Meeting registration tool (Page 12), Public Consultations tool (Page 12) and the Calendar tool (page 12). This is an indicative and non-exhaustive list of the services on the existing functionalities and tools which are most frequently requested by the EBA to its current contractor.</p>

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11	<p>In section E - "Enhancements" reference is made to implementing enhancements which will be covered under a separate contract/work order.</p> <p>Could the EBA please confirm that we should assume that these "New work" type activities do not fall under the 25 hours/month maintenance schedule?</p> <p>Could you also please advise what lead time will be provided to us in order to mobilize the enhancement team?</p>	<p>Your assumption is correct. This does not fall under the 25 hours.</p> <p>No lead time is given for mobilizing a team, but depending on the complexity of the required task or service, a reasonable amount of time will be given for implementation.</p>
12	<p>Could the EBA please confirm that we should assume a fixed capacity team will be deployed to support the website maintenance and other activities?</p>	<p>No, the assumption is wrong. This is a service contract so it is up to the contractor to decide the size of the team they will need in order to deliver the services required.</p>
13	<p>Could the EBA please confirm whether the base location for the onsite team will be UK?</p> <p>Will there be any need, especially for training, for the team to have to travel outside of the UK?</p>	<p>An onsite team is not expected at the EBA.</p> <p>This is a service agreement, so it is up to the contractor to decide where and how to hold trainings, but the EBA is not expecting travels to competent bodies at Member State level.</p>
14	<p>Could the EBA please confirm whether there is currently a separate DR environment?</p> <p>Do we need to provide for this?</p>	<p>Please refer to Section C Description of the EBA Website in Section 1 of the Terms of Reference. The current website is highly available and deployed in the contractor's infrastructure and not the EBA's data center.</p>

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15	<p>Could the EBA please confirm whether the indicative budget of EUR 720k for 4 years include provision of all the services?</p> <p>Are the hosting services considered separate from the indicative budget of EUR 720k?</p>	<p>The indicative budget of EUR 720k for 4 years covers the provision of the services mentioned in the Terms of Reference i.e. all the services mentioned in Section 3 Description of the Services.</p> <p>The hosting services are <u>not</u> considered separate from the indicative budget of EUR 720k. The indicative budget of EUR 720k for 4 years covers the provision of the hosting services mentioned in the Terms of Reference.</p> <p>For further information on the estimated value and maximum ceiling of the contract please refer to Section B.2.6 of the Tender Specifications.</p>
16	<p>The maximum ceiling of the contract is EUR 720K.</p> <p>Could the EBA please confirm whether this is an indicative or mandatory ceiling?</p>	<p>The maximum ceiling is based upon the estimated i.e. indicative value of the contract. For further information on the estimated value and maximum ceiling of the contract please refer to Section B.2.6 of the Tender Specifications.</p>
17	<p>Could the EBA please confirm whether there is any preference regarding the team's location?</p> <p>Could an onsite-offshore model or even a totally offshore based team be considered?</p>	<p>The EBA has no preference for the team's location. No on site team is expected to be set up at the EBA premises.</p>
18	<p>Could the EBA please confirm whether the supplier should provide helpdesk software and a telephone support line?</p>	<p>The offer must comply with the minimum requirements specified. Anything else is upon the discretion of the tenderer.</p>
19	<p>Could the EBA please advise who is the incumbent supplier and what team size is currently deployed?</p>	<p>European Dynamics. This is a service agreement. The team size is at the discretion of the contractor.</p>

No.	QUESTION	EBA ANSWER
20	<p>Could the EBA please confirm that Contractor suggested business enhancements will be outside the indicative budget of EUR 720K?</p>	<p>No. Enhancements will be covered by the indicative budget of EUR 720K.</p>
21	<p>It is mentioned the EBA Website is updated throughout the day.</p> <p>Could the EBA please briefly describe the types of updates?</p> <p>Could any of these updates be automated?</p>	<p>No automated updates. Please refer to the daily updates on the actual website: html pages, pdfs and other documents.</p>
22	<p>It is mentioned that there are sections for reporting and analysis on the EBA website.</p> <p>Could the EBA please confirm whether there are any calculations performed in these reports?</p>	<p>No calculations will need to be made.</p>
23	<p>Could the EBA please advise whether the load time KPI of 5 sec per page applies to reporting (Risk and Data) pages?</p>	<p>It does apply to any HTML pages, but not to heavier documents such as PDFs. Refer to Section 4.B.2.</p>
24	<p>The EBA has estimated, without it being binding, that the value of the framework contract over its duration of 48 months is EUR 720,000.</p> <p>Could the EBA please confirm whether the EUR 720,000 is the deal value for the 4 years cumulative or is the deal value per annum?</p>	<p>EUR 72 0,000 is <u>not</u> the estimated value per annum. It is the estimated total value for the 4 years.</p>

No.	QUESTION	EBA ANSWER
25	<p>Could the EBA please confirm whether the roles mentioned in the "Prices for Person" are these indicative roles or specifically the roles that the EBA require in this procurement.</p>	<p>These are indicative roles, which may vary depending on the size of the service required.</p>
26	<p>As far as the Technical and Financial Proposals is concerned, these documents must be signed by "an authorized representative of the tenderer". Should the tenderer submit a joint offer as a consortium of economic operators, is the Consortium Leader requested to sign these documents only (that is these documents will not be jointly signed)?</p>	<p>Yes. Please refer to Section E.1.1 of the Tender Specifications. Each member of a consortium shall fulfil the requirements and accept the terms and conditions set out in the Invitation to Tender, the Tender Specifications, and the Contract as well as all the relevant annexes. The members of a consortium shall designate one member as Consortium Leader with full authority to bind the consortium and each of its members. The Consortium Leader shall act as a single point of contact with EBA in connection with the present procurement procedure.</p>
27	<p>If the bid is submitted by a consortium of economic operators, should the Consortium Leader be appointed as the "authorized representative of the tenderer" by a notarized power of attorney or it is only a matter of a self-declaration issued by the other Partners?</p>	<p>If the bid is submitted by a consortium of economic operators the consortium leader shall be duly authorized by the others. The consortium leader should be appointed as the "authorized representative of the tenderer" by an appropriate power of attorney. Please refer to Section E.1.1 of the Tender Specifications.</p>
28	<p>Regarding the selection criteria of "Economic and Financial Capacity" (refer to point B.6.2.1.a page 12 of the "Tender Specifications") may you kindly clarify if the "average annual turnover" is the tenderer's overall Company turnover or is the specific turnover regarding website services only?</p>	<p>Requirement a) in Section B.6.2.1 refers to average annual turnover concerning the type of services covered by the Tender Specifications. It does <u>not</u> refer to a company's overall turnover. Please also see answer to Question 2.</p>



No.	QUESTION	EBA ANSWER
29	<p>As far as the evidence required to accomplish the selection criteria of “Economic and Financial Capacity” (refer to point B.6.2.1.a page 13 of the “Tender Specifications”):</p> <p>The following evidence is to be provided:</p> <ul style="list-style-type: none"> <li>• a copy of the audited accounts covering the last three (3) financial years (2013, 2014 and 2015) and a completed Annex V;</li> <li>• a statement of the tenderer’s overall turnover, profit and loss and cash flow position for the most recent full year of trading (or part year if full year not applicable) and an end period balance sheet where this information is not available in audited form as described above;</li> <li>• evidence of relevant insurance for the contract;</li> </ul> <p>may you kindly clarify if the aforementioned three bullet points are mutually exclusive?</p>	<p>These bullet points are <u>not</u> mutually exclusive.</p>
30	<p>Regarding the selection criteria of “Economic and Financial capacity” (refer to point B.6.2.1.a page 12 of the Tender Specifications”) may you kindly clarify the meaning of “evidence of relevant insurance for the contract”? What the tenderer has to submit to the Contracting Authority in response to this requirement?</p>	<p>“Evidence of relevant insurance for the contract” means proof of appropriate, applicable and/or necessary insurance for the contract such insurance to be decided by the tenderer. For example the tenderer may provide certificates or copies of certificates of its relevant insurance. Please also refer to Article II.6 of Annex XI.</p>

No.	QUESTION	EBA ANSWER
31	<p>Regarding the selection criteria of “Economic and Financial capacity” (refer to point B.6.2.1.a page 12 of the “Tender Specifications”) may you kindly confirm that the audited accounts or the balance sheets, even if the tender is delivered in English, can be submitted in the original language of the tenderer?</p>	<p>The audited accounts or the balance sheets can be submitted in the original language of the tenderer. Please also refer to Section C.2 of the Tender Specifications.</p>
32	<p>Regarding the selection criterion of “Legal Capacity” (refer to point B.6.2.1.b page 13 of the “Tender Specifications”) may you kindly confirm that, even if the tender is delivered in English, the certificate of registration in the trade register in the country of establishment can be submitted in the original language of the tenderer?</p>	<p>The certificate of registration in the trade register in the country of establishment can be submitted in the original language of the tenderer. Please also refer to Section C.2 of the Tender Specifications.</p>

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33	<p>Regarding Annex 1, chapter 4.1, page 8 we can found the following sentence: “All environments will be hosted in contractor's premises”.</p> <p>The evolution of IT services has brought many Service Providers to deploy their Data Centers in cloud to take advantage of the flexibility, scalability and value added services offered by the main cloud service providers. These benefits are transferred to final customers in terms of infrastructure agility, especially in relation to website development. Can you confirm that the tenderer can implement the requested services in its datacenter in the cloud bound to the respect of all European Regulations recalled in the tender documentation?</p>	<p>To clarify, the reference made to Regarding Annex 1, chapter 4.1, page 8, refers to the current system architecture of the EBA website.</p> <p>We can confirm that that the tenderer can implement the requested services in its datacenter in the cloud which must respect of all European Regulations recalled in the tender documentation and must be physically located in the EU.</p>

No.	QUESTION	EBA ANSWER
34	<p>It has been with a great pleasure to see your Invitation To Tender for the “Website Services for the European Banking Authority”, as we are very confident that we can provide you with an excellent solution. We are in the process of forming a Consortium, with a big, multi-national, corporation who have excellent hosting services adequately supporting all your envisaged needs and service level standards. In this way, we will be in a position to provide you with state-of-the-art services meeting, and even exceeding your requirements in a cost-effective manner.</p> <p>In this context, I would kindly request to consider to provision of a two weeks extension to enable us to design and produce our envisaged solution.</p>	<p>No extensions in time are foreseen.</p>