

Open Tender Clarifications 2 and Corrigenda 2 to 4.

European Banking Authority Tender: Procurement Procedure for the Supply of Website Services to the European Banking Authority (EBA) (Lot 1 and Lot 2)

Date: 23th January 2012

| No. | Document Reference | Questions | EBA Response |
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| 1 | Annex V Terms of Reference | Do you have a preferred CMS solution? Would you prefer to continue with Kentico? What are your likes/dislikes about the current CMS? | Please refer to answer no. 9. Of Clarifications 1 and Corrigendum 1 |
| 2 | Annex V Terms of Reference | Have you analysed the content to decide which is optimum or is this the role of an agency? | Analysing the content of the website, in coordination with the EBA, to decide what is optimum will be part of the role of the Contractor in the redesign of the website. |
| 3 | Annex V Terms of Reference | What proportion of your existing content would you like to migrate to the new site? | As stated in Annex V Terms of Reference: <i>The Contractor is expected to migrate all the current website content and facilities to the redesigned website and must ensure they fit correctly in the new website.</i> |
| 4 | Annex V Terms of Reference | Could we have access to the secure members' area? | Please refer to answer no. 11. Of Clarifications 1 and Corrigendum 1 |
| 5 | Annex V Terms of Reference | Could we have access to your site analytics reports? | The site analytic reports can't be disclosed. However, a simplified report presenting average key figures is annexed to these clarifications. |
| 6 | Annex V Terms of Reference | Have you ever carried out any target audience research? If so, could we see it please? | The EBA has not carried out target audience research. |
| 7 | Annex V Terms of Reference | Could you explain further what you mean by: "Communication tools in line with the tasks and competences laid down in its funding regulation"? | The funding regulation of the EBA is the Regulation (EU) No 1093/2010 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 24 November 2010 establishing a European Supervisory Authority (European Banking Authority), amending Decision No 716/2009/EC and |

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| | | | <p>repealing Commission Decision 2009/78/EC.</p> <p>This Regulation assigns the EBA with a number of tasks (drafting technical standards, performing EU-wide stress test, etc.) and underlines a number of requirements (transparency, accountability, etc.) that require specific communication tools. Some of these communications tools are described under Lot 1. Others may be ordered at a later stage under Lot 2.</p> |
| 8 | Annex V Terms of Reference | Do you have a set of KPIs for the new site? | Key performance indicators for the new website have been not been defined yet. They will be defined together with the new Contractor on the basis of the Contractor proposal. |
| 9 | Instructions to Tender | The invitation letter dated 31st of December 2011 it requests that we complete and return a "Tender Acknowledgement Form" within seven days. Unfortunately we are a little late with this, would you be able to confirm if we still be considered and if you would still require us to submit the form. | Please refer to answer no. 20. Of Clarifications 1 and Corrigendum 1 |
| 10 | Contract Notice | In the contract notice published in TED, it says that main site or location of works should be the EBA premises at London. After a first analysis of the Terms of Reference document, we consider that most of the work to be done for lots 1 and 2 would be more advantageous for both, EBA and Contractor, if done from the contractor's premises. Could you please comment if this approach is correct? | Corrigendum 2: Please note that the main place of execution of the contract is the contractor's premises. However, the contractor will be requested to come to the EBA premises when necessary to follow the development of web-related projects conducted under Lot 1 and Lot 2. |
| 11 | Contract Notice | Regarding the estimated budget for the framework contract of Lot 2 within a range between 45 000 and 60 000 GBP; Could you please comment if this is an estimated annual budget or if this is an estimated budget for the whole 4 years that the contract might last including possible renewals? | As stated in the Tender instructions, for Lot 2, the EBA estimates, without this being binding, that over a four year period, the total value may range from GBP £45,000 to GBP £60,000 exclusive of VAT. |
| 12 | Contract Notice | We have already downloaded the tendering documentation from the EBA site (http://www.eba.europa.eu). In case a paper version | The documents regarding the Tender can be downloaded from the EBA website. Sending of paper version of the |

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| | | is foreseen to be sent to the interested parties, please send it to us. | document is not foreseen. Should a Tenderer experience difficulties in downloading the documents, he can contact the EBA directly which will provide the documents electronically. In case no further contact from the Tenderer, the EBA will assume that Tenderer has successfully downloaded the documents. |
| 13 | Annex V Terms of Reference | <p>From our experience we know that some European Public Bodies have a license free agreement with Microsoft for the use of some products like SharePoint 2010. Could you please confirm if this is the case for EBA?</p> <p>If this is the case, that EBA has a license free agreement with Microsoft for the use of SharePoint 2010, can we assume that the same will also be applicable for the purpose of this offer and therefore no license fees and support are to be included in our offer if we propose SharePoint 2010?</p> | The EBA has no license free agreement with Microsoft for the use of some products. |
| 14 | Annex V Terms of Reference | <p>In the Terms Of Reference document, when taking about the dedicated server accommodation for the EBA Website, it is required that "It must be able to handle an average of 15,000 visits per week with a quick load time (10 to 15 sec) per page on a standard connection."</p> <p>In order to estimate the server configuration needed, could you please comment on what is the estimated peak of simultaneous visits at any moment?</p> | <p>Please refer to answer no. 5 for additional information on website statistics.</p> <p>The estimated peak of simultaneous visits at any moment is estimated to 1,500. However, the server configuration proposed by the Tenderer must be able to cope with extreme peak of simultaneous visits (around 15,000 visits) when the EBA publishes major information on its website (average three times a year).</p> |
| 15 | Annex V Terms of Reference | | Corrigendum 3: Please note that in Annex V Terms of Reference, page 3, "server", the average visits per week is changed from 15,000 to 35,000. |
| 16 | Annex V Terms of Reference | | Corrigendum 4: Please note that in Annex V Terms of Reference, page 3, "server", the following sentence is changed from "The Contractor must propose and implement solutions to ensure the website is able to cope with specific peaks of up to ten times the average visits |

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| | | | per week at any moment” to “The Contractor must propose and implement solutions to ensure the website is able to cope with specific peaks of approx 1,500 visits at any moment” |
| 17 | Instructions to Tender | I believe Tender is accepted from IT Partners across the Globe. | Please refer to Article 4 of the Instructions to Tender. Participation in this tendering procedure is open on equal terms to all natural and legal persons coming within the scope of the Treaties and to all natural and legal persons in a third country which has a special agreement with the European Union in the field of public procurement under the conditions laid down in that agreement. Please note that this Contract Notice is not covered by the Government Procurement Agreement (GPA). |