

Open Tender Clarifications 1 and Corrigendum 1.

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

Date: 13th January 2012

No.	Document Reference	Questions	EBA Response
1	Annex V Terms of Reference	The Annex V Terms of reference is blank. Is there a detailed description of the scope of work anywhere else?	The Annex V / Terms of Reference and its relevant annexes can be downloaded as a separate document from the EBA tender webpage. The Terms of Reference provide a detailed description of the scope of work.
2	Annex V Terms of Reference	Which is the main place of execution of the contract services? Being the object of the tender the provision of website services, I guess that the main execution place are contractor's premises. Is this correct?	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.
3	Contract Notice	Which is the expected value of Lot1?	The expected value of Lot 1 is to be decided by the tenderers. Tenderers must use Annex 1 Costing Sheet to provide their prices for both Lot 1 and Lot 2. The award criterion which will apply to this tender is the most economically advantageous tender where technical merit is weighted against price on a 75/25 basis.
4	Contract Notice	<p>In the documents on your website and the contract notice I can find references to the fact that the proposed budget for LOT 2 is £45,000 to £60,000 and that the subsequent framework is on a time and materials basis but I cannot find any reference to the proposed budget for LOT 1.</p> <p>Is this something that you can provide me with?</p>	Please refer to answer no. 3.

5	Annex V Terms of Reference	With reference to the above Contract Notice, please can confirm that the European Banking Authority would regard Microsoft SharePoint as a suitable replacement for your current CMS system.	The EBA is open to any technical approach as long it suits its business needs. Assessment of the tenderer's technical approach is part of the award criteria for the contract.
6	Annex V Terms of Reference	<p>I would like to know your requirements for website analytics please, as we have a cookie-free analytics product: http://www.evisitanalyst.com/eva8/</p> <p>It is therefore cookie compliant and an excellent package too, do you think it would meet your requirements for the website?</p>	<p>The EBA is open to any technical approach as long it suits its business needs. Assessment of the tenderer's technical approach is part of the award criteria for the contract.</p> <p>Tenderers are reminded that the technical approach proposed must be in line with the European Commission Information System Security Policy.</p>
7	Annex V Terms of Reference	I have seen the notice for EBA website services (OJEU Ref: 11/S 252-410606/EN). It makes no specific mention of website usability and user experience testing . However, I imagine that this might be included under Lot 2 "Additional design services". Would you be interested in these services as a separately provided part of the project? If so, how would I apply to be considered as the service provider?	The current tender is for the scope of work specified in the Terms of Reference. Website usability and user experience testing may be included under Lot 2. However, please note that tenderers must provide offers for both Lot 1 and Lot 2.
8	Contract Notice	You mention a potential budgetary spend for Lot 2, additional services. Do you have a feel for the budget allocation for Lot 1 at all?	Please refer to answer no. 3.
9	Annex V Terms of Reference	You currently use the Kentico CMS, are you hoping to wholesale replace that CMS with another? Are there any specific reasons why you feel the need to replace the system?	<p>The EBA currently uses Kentico CMS version 5.5. The Contractor must provide functionalities and technical features equivalent or superior to the current system and that meets the EBA's needs.</p> <p>The EBA has no specific comments to communicate regarding Kentico CMS. The outcome of the tender may be a continuation of the current CMS or the implementation of an equivalent or superior system,</p>

			depending on the tenderer's proposal.
10	Annex V Terms of Reference	Do you have any more details on the Contacts Database? What is this currently held in? Would you like to import these into the CMS or integrate with the database?	<p>The current Contacts Database is held in the CMS and consists of around 11,000 records. Each record consists of a name and an email address. The database will be developed as explained under Lot 1.</p> <p>The EBA is open to any technical approach as long it suits its business needs. The technical approach is part of the award criteria.</p>
11	Annex V Terms of Reference	Could you please arrange access by username/password for us to the restricted area of the website https://eba.europa.eu/membersweb/other/logon.aspx which is dedicated only to members, or provide detail on what is included in the members only area	<p>An access to the restricted area cannot be granted as it contains confidential documents.</p> <p>The restricted area is under the domain name www.eba.europa.eu. It contains pages organised in a similar way to those on the website. The structure follows the one of the different working groups of the EBA. The restricted area includes features such as a calendar of meetings with related documents, a query system allowing members to ask questions to EBA staff and other members. Questions and answers are published.</p> <p>There are different levels of authorisation for the access and the editing of content in the restricted area.</p>
12	Contract Notice	We have carefully studied your tender documentation and tried to discover the available budget for Lot 1. Although there is a hint that it is contained in Annex V we could not spot this information in Annex V	Please refer to answer no. 3.
13	Annex V Terms of Reference	Please could you provide some information on the reasons why you want to change the current content management system / website?	<p>Regarding the CMS, please refer to answer no. 9.</p> <p>The EBA wants to re-design its website to make it more modern, user-friendly and to meet the new needs described in this tender. Please note that the selected tenderer will first have to transfer and manage the current website before the redesign can be carried out.</p>

14	Annex V Terms of Reference	Please could you provide some background on the relationship with your current supplier?	The current provider has been providing website services to the EBA since its inception at the beginning of 2011. It was also providing website services to EBA's predecessor, CEBS.
15	Contract Notice	Please could you confirm the value ranges of Lot 1 and Lot 2? The terms of reference states that Lot 2 is between £45,000 to £60,000 while the tender notice states this value is for Lot 1 and Lot 2?	For Lot 2 the estimated contract value is between £45,000 and £60,000. For Lot 1, please refer to answer no. 3.
16		<p>We have considered the ITT document and in particular Terms of Reference: EBA Website Services (Lot1 and Lot 2) and find insufficient information in terms of functional specification or technical requirements. To provide a defined response and in particular a fixed cost and in order to fully assess the EBA's requirements, a suggestion might be to carried out free of charge requirements gathering workshop at the EBA offices. This would require the involvement of a number of key stakeholders from the EBA and at least 3-4 hours of their time.</p> <p>Otherwise, if it is acceptable as an alternative we could provide an outline proposal with guideline costs for the project, which is subject to a requirements gathering process, the result of which would be a specification document with proposed project costs and timeframe.</p> <p>Should this be an option I will require some further information with regards to the functionality of the new website.</p> <ul style="list-style-type: none"> • Would the new website require similar functionality to the existing www.eba.europa.eu website? • Please outline any additional functionality required for the new website. 	<p>The new website will require all the functionalities of the current website. Some minor pieces of functionality may be dropped in the process of redesign at a later stage.</p> <p>All additional functionality required for the new website is listed under Lot 1.</p> <p>However some other extra functionality may be required in the future and if such other extra functionality is not listed under Lot 1, the tenderer will be asked to carry out such other extra functionality within the framework of Lot 2.</p> <p>Guideline costs are not allowed. Tenderers must use Annex 1 Costing Sheet to provide their prices for both Lot 1 and Lot 2.</p> <p>The EBA does not foresee the need to organise a workshop.</p>

17	Instructions to Tender	I read from your documentation that sub-contracting is not allowed. I wondered if it was permissible to use dedicated 3 rd -party hosting and server support, for the purposes of this contract?	Third party hosting and server support is not considered as sub-contracting. It needs to be ensured that the only communication interface for the execution of the contract is the tenderer.
18	Open Tender Invitation Letter	We're not too late to respond are we? Sorry, that question refers to the line from the 21 December Invitation Letter that asks for the Tender Acknowledgement form to be returned within seven days. I'll return it today once we've reviewed all the documents.	Corrigendum 1: Please note that the date on the Open Tender Invitation Letter is changed from 21 December 2011 to 31 December 2011.
19	Contract Notice	We've seen the contract notice that the EBA has placed for website services. Could you please direct me in the right way to find out more information?	As stated in the Contract Notice published on TED on 31st December 2011 all tender documents including the Instructions to Tender, Terms of Reference and any additional information such as possible corrigenda and responses to requests for clarification must be downloaded from the EBA external website at the following address: http://eba.europa.eu/Aboutus/Procurement/Current-calls-for-tender-60000.aspx
20	Instructions to Tender	I see that we are required to send back a tender acknowledgement letter. Please advise whether it is not too late to be part of your tendering process.	Completion and return of this form is requested but is not mandatory. Responses received are treated in confidence for internal evaluation purposes only and will have no consequences for the tenderers. The deadline for the submission of tenders is given in point 3 of the Open Tender Invitation Letter.
21	Contract Notice	We would be grateful if you dispatch the documents by airmail.	The EBA do not usually send hard copies as all the documents can be downloaded from our website (http://eba.europa.eu/Aboutus/Procurement/Current-calls-for-tender-60000.aspx). If there are any problems downloading the documents, an

			email can be sent to the EBA to alert us to the situation and appropriate measures will be taken.
22		I am wondering if you can confirm the budget for the whole tender? It notes the budget allocated to Lot2 but not Lot1 or does the 45 000 and 60 000 GBP range indicated cover both lots?	Please refer to answer no. 3.
23	Annex V Terms of Reference	Does EBA intend to use the Kentico CMS in future as Content Mangement System? If not, does EBA IT Department have other CMS preferences that the Bidder should know about? Is the understanding correct that most importantly EBA's needs and requirements must be met and the CMS technology is second-rank as long as it is Open Source? Please advise accordingly.	<p>The EBA currently uses Kentico CMS version 5.5. The Contractor must provide functionalities and technical features equivalent or superior to the current system and that meets the EBA's needs.</p> <p>The EBA has no specific comments to communicate regarding Kentico CMS. The outcome of the tender may be a continuation of the current CMS or the implementation of an equivalent or superior system, depending on the tenderer's proposal.</p> <p>The EBA has no particular preferences regarding Content Management Systems. In case you would like to propose a non Open Source product, the license and support fees need to be included in your offer.</p>
24	Annex V Terms of Reference	Is the transition of the current CMS to the new Contractor necessarily part of LOT 1? -> We could imagine an efficient project set-up that keeps the old system running until the new and re-designed website with a CMS is in place and fully operating. This could be done in about 12 weeks. The advantage of this approach is to minimize the costs during the transition phase in the first months and to have a quick Relaunch of the EBA-website.	The transition from the current CMS to the new contractor is part of Lot 1. If the contractor proposes the transition to a new CMS as part of its technical approach, the transition can be done either at the beginning of the Contract or at the launch of the redesigned website. Assessment of the tenderer's technical approach is part of the award criteria for the contract.
25	Annex V Terms of Reference	Is a detailed technical and operational documentation of the complete system (CMS, databases, features, templates, CSS, infrastructure, etc.) available in order to be able to run the systems according to ITIL and SLA requirements? In particular is there a guaranteed "operational support" by the current webhosting Contractor or the "EBA Inhouse IT Team" during	During the transitional period, the website will be operated by the current contractor. The redeployment of the website by the new contractor will be the starting point for the payment of the new contractor's hosting and operating fee. The duration of the transitional period has to be part of the proposal submitted by the tenderer. The

		transition period? Please advise accordingly.	transitional period must not exceed 12 weeks. Several IT obligations such as full technical and operational documentation (ITIL or SLA requirements, etc.) need to be fully implemented as the EBA is an EU agency. Therefore, no detailed documentation is available.
26	Instructions to Tender	To confirm that this is a one stage tender, no expression of interest is required prior to tender submission by 15th February 2012.	This tender is an open tender procedure. No expression of interest is required prior to tender submission.
27	Instructions to Tender	However in 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.
28	Instructions to Tender	Also is it possible to provide editable versions of forms that require completion?	PDF versions of the Legal Entities form and the financial identification form can be edited. A word version of the instructions to Tender has been uploaded on the Tender page.