



OPEN INVITATION TO TENDER
AO/RPA/AZU/EUSP-WEB-SERVICES/002/14
**“Designing a new user experience for the EU Skills Panorama web
portal”**
Request for Clarification (4) – Questions & Answers

Question No 1

Annex O, section 2.2.1

All systems are to be housed in a secure and redundant environment physically located within a Member State of the European Union". We understand the redundancy is only required in the power supply, network connectivity and internet connectivity. Please confirm our understanding is correct.

Cedefop's answer to question No 1

We assume that you are referring to Annex M.

It's up to the tenderer to present enough characteristics of the environment so that it can be considered redundant, i.e. fault tolerant and ensuring Business Continuity.

Question No 2

Annex O, section 2.2.1

If the answer to previous question is "no", please elaborate on the redundancy requirements Cedefop requires for this tender.

Cedefop's answer to question No 2

See above question/answer 1.

Question No 3

Annex O, section 2.2.3

"The contractor shall ensure that the hosting platform is backed-up to a remote location (mandatory requirement)". We understand this back-up of the hosting platform only refers to image servers (in case of virtual hosting) and back-up copies of the database, and not to a duplication of the physical infrastructure. Please confirm our understanding is correct.

Cedefop's answer to question No 3

Backup refers to non-active copies of the platform, to be made at a remote location (so as to avoid the risk of a local disaster). It does not require a duplication of the physical infrastructure. However see point 2.2.4 on Business Continuity Plan, which is expected to include a procedure for restoring the backup copies and making the service active again.

Question No 4

Annex G - Questionnaire 5 Annex G - questionnaires 5 states the minimum number of CVs to provide per profile. We understand there is not a maximum number of CVs. Please confirm our understanding is correct

Cedefop's answer to question No 4

Yes, your understanding is correct; there is no maximum number of CVs required.

Question No 5

Award Criterion 5 "Marketing" is structured in two sub-sections (a) and (b) with the indication "1 page". We understand that the maximum length of Award Criterion 5 "Marketing" is two pages. Please confirm our understanding is correct.

Cedefop's answer to question No 5

Yes, your understanding is correct; what is required is one page for 5a) and 1 page for 5b), in total 2 pages maximum.

Question No 6

Aligned with the previous question, we understand there is not a maximum number of pages for award criteria 1 to 4. Please confirm our understanding is correct

Cedefop's answer to question No 6

Yes, your understanding is correct; there is no maximum number of pages required for award criterion 4.

Question No 7

Annex G - questionnaire 3 Questionnaire 3 states that "If the Tenderer is a Consortium, please give the relevant information for each consortium member". We understand that, in case of a consortium of two companies, we must submit two separate questionnaires, one for each company. Please confirm our understanding is correct

Cedefop's answer to question No 7

It is up to the tenderers to present their tender. For reasons of clarity, however, the consortium leader may submit two separate questionnaires, one for each company.

Question No 8

Annex G - questionnaire 3 Questionnaire 3 states that the references must cover "the following fields:

- one (1) related to User Experience & Creative Design;
- two (2) related to development of web applications;
- one (1) related to branding or marketing"

We understand that, in the case of a consortium, this selection criterion will be applied to the consortium as a whole, and not to each individual company.

Please confirm our understanding is correct.

Cedefop's answer to question No 8

Yes, your understanding is correct. At the end of point 3.2.2, it is stated that:

"In case of consortium or subcontracting, the consortium or the tenderer with all subcontractors together

have to provide evidence of technical and professional capacity as a whole (please see also 4.1 and/or 4.2 below)."

Question No 9

Regarding the award criteria 5 Marketing, is the indication of 1 page each for the drafting of point a and point b to be considered mandatory or suggestive? In other words could the related section of the Technical Proposal be longer than 2 pages?

Cedefop's answer to question No 9

The requirement of 1 page each is mandatory. See also above question/answer 5.

Question No 10

Regarding the selection criteria, is it correct our understanding that the evidences must be fulfilled by the Consortium as a whole?

Cedefop's answer to question No 10

Yes, see also above related question/answer 8.