



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 (6) – Questions & Answers

Question No 1

Ref. Annex M, 2.7 Support, 2.7.2 and 2.8.2

We understand we can propose the same tool for management of SR (Service Request), IR (Incident Request) and CR (Change Request), while major software upgrades may take the object of a particular order form. Concerning hosting and infrastructure services, can you please clarify if and what type of SR requests can be envisaged? (e.g. SR = create new account on CMS system).

Then what about CR for hosting and infrastructure services?

Cedefop’s answer to question No 1

All support requests shall be registered and managed through the issue tracking system. The tenderers should include in their proposals their approach regarding issue tracking. Critical issues could include failures at the server or network level. Non-critical issues could include the creation of new account on CMS system.

Question No 2

Regarding the meaning of "date of dispatch" in the Cedefop tender documents, can you please confirm "date of dispatch" is the date that the document is sent?

Please confirm our interpretation of the process:

- *Cedefop requires that the documents should be dispatched (i.e. sent) no later than the date and time specified in the deadline (28th April).*
- *Cedefop requires the documents to be clearly postmarked with the date of dispatch - meaning you would like the post office stamp to show that the package was sent **before or on** the 28th April and to have this clearly shown by a postmark and/or deposit slip from the post office.*
- *We should then inform you by email that we have made a submission.*

Cedefop’s answer to question No 2

Yes, your understanding of the process is correct.

Question No 3

During set-up of the system, do we need to consider any data migration from your existing system? If so, what about volumes?

Cedefop's answer to question No 3

Tenderers will identify requirements for migrating selected data from the existing EUSP to the new one in the User Requirements & Business analysis and Technical Specification (see 2.3. Services to be provided).

Also 2.4. deliverables includes "Migration Plan and Implementation: a plan for moving selected data from the existing EUSP to the new one and the implementation of the migration."

Tenderers can use the current EU Skills Panorama web site for examples of indicators that could be migrated (if indicated in the technical specification): <http://euskillspacepanorama.cedefop.europa.eu/DatasetsAndIndicators/>.

Question No 4

In your previous answers you stated the EUSP site currently uses 600MB (although that includes a lot of files and temporary content which was used in the development).

Stating you foresee an increase of users (and data?) in the next years, do you have rough figures of future requirements for storage or can we just propose a scalable solution?

Cedefop's answer to question No 4

Tenderers will identify requirements for storage during the User Requirements & Business analysis phase and Technical Specification.

Tenderers can have a scalable solution in mind for the purpose of their offers.

Question No 5

Section 3.2.2 Technical and professional capacity, Profiles requirements.

For the Statistician profile, the requirements address "University degree in Mathematics, Statistics or other equivalent".

We understand a University degree in Economics is considered equivalent. Please confirm our understanding is correct.

Cedefop's answer to question No 5

Yes, your understanding is correct

Question No 6

Are software licence fees (initial and annual) to be included in the monthly price for hosting (as in 2.3.7 tender specifications) or to be calculated separately (Annex H, financial offer)?

Cedefop's answer to question No 6

Any and all costs regarding software licences should be detailed in the technical proposal and included in the financial offer (Annex H, Table 6).

Question No 7

Are the costs related to the maintenance of the application be remunerated on a time and material basis (2.6.2 tender specifications)?

Cedefop's answer to question No 7

Costs related to maintenance tasks (e.g. assure technical support and helpdesk, corrective maintenance and minor evolutionary maintenance of the CMS and public site) will be the subject of specific Order Forms containing a number of person-days.

Question No 8

Contract I.8: Contract I.8 requires Contractor to transfer ownership of all results, even pre-existing rights, to the European Union, as defined in the tender specifications. However, in this project the contractor has to provide third party software, e.g. a CMS as stated in the technical specifications (Annex I, no. 1), and a contractor cannot transfer ownership of third party material. Furthermore, it is very likely that in specific assignments under the service contract, as common in software development in general, third parties' software, such as frameworks or libraries or other open source software, will be used, or in case of websites photographs/icon/graphics of third parties' commercial databases. Certain open source software licences (so called copyleft open source software licences, e.g. GPL) require even amendments or linkage with other software to be under same licensing conditions (viral effect).

Question: Can we therefore assume that the Contractor is only obliged to transfer the intellectual rights for any third party material (software, photographs/icon/graphics etc.) or any amendments of copyleft open source software (or its linkage with other software) according to the respective applicable licensing conditions?

Cedefop's answer to question No 8

Indeed, the Contractor is only obliged to transfer the intellectual rights for any third party material (software, photographs/icon/graphics etc.) or any amendments of copyleft open source software (or its linkage with other software) according to the respective applicable licensing conditions. Further details on the applicable contractual clauses regarding intellectual property rights (including, pre-existing, third party ones) are to be found in Article 10 of Part II (General Conditions).

Question No 9

In the dataset provided for the demo we believe there may be a significant error in the labeling whereby in the "PublicView_JobOpeningsByQualification" tab and by selecting EU28, the Total job openings for 'high qualification' is ~8354.557 which is a lot lower than the respective for low qualification (~35555.577). This indicates an entirely opposite trend than the (more logical one) shown in Table 9, p.94 for EU-27+ of the "Skills Supply and Demand in Europe" report, whereby the respective numbers are 6078 for low and 36757 for high. Can you confirm that the labels in the excel dataset should be interchanged? As it is a fairly time consuming task to verify the numbers in the entire dataset, could a corrected/verified version of the dataset be provided or we

could safely assume that any discrepancies in the dataset will not have a negative impact in the evaluation of our bid?

Cedefop's answer to question No 9

Any errors, mistakes and/ or discrepancies in the dataset provided by Cedefop for the demo will have **no** negative impact in the evaluation of tenders.

Should he wish to do it, the tenderer may however point out in an accompanying note to the submitted demo any errors, mistakes and/or discrepancies in the dataset identified during its preparation.

Question No 10

In Annex L: Description of the demo, second page, there is one footnote (No 2) but in item (2) there is also reference to a footnote (3) which is missing. Is it correct that both references should point to the same footnote (2)?

Cedefop's answer to question No 10

You are correct. Both footnote reference (2) and footnote reference (3) on page 2 of Annex L point to the same footnote text:

“(2) The tenderer does not have to develop the full tool for the purpose of this demo, but the demo should be capable of providing a clear illustration of the potential development of the web-site once it is fully deployed.”

Question No 11

In Annex L, with regards to item (5), description of the technology used for the visualisations and web interfaces, it may be the case that the final system will utilise, for example, server-side functionality which may not be feasible to deploy within the limited scope of the demo. Can you confirm that it is possible to include and mention such components without necessarily having to use them for the demo? Please note that if the technology used for the demo should be identical with the proposed for the final system, this will only result in limiting the capabilities and scope of the final system. This also applies to the wealth of the front-end presentation since several charts require additional processing and data source combinations which cannot be achieved at this stage.

Cedefop's answer to question No 11

Tenderers should describe in the best way possible any functionality which may not be feasible to deploy within the limited scope of the demo. The technology and/or the quality of the front-end presentation used for the demo should not condition or determine in any way what will be proposed for the final system.

Question No 12

In the main ToR document, Requirements for Technical and professional capacity, key profiles table, row 2 Senior Expert/Analyst profile, it is mentioned "... followed by 5

years of professional experience in analysis and programming, databases and web application development and with the proposed Web technologies". Can you clarify if the 5 years of experience are required for the "proposed Web technologies"? Please note that due to the quick technology turnaround time, new developments may have happened which would have to be excluded from being proposed in the EUSP website as practically no professional would be able to use them already for 5 years.

Cedefop's answer to question No 12

The requirement is 5 years of professional experience in total (in analysis and programming, databases and web application development and with the proposed Web technologies).

Question No 13

In the main ToR document, section 2.3.4 Web and Database Architecture & Accessibility, it is mentioned that "All mark-up shall follow Web Content Accessibility Guidelines (WCAG) and pass W3C and WAI accessibility validation...". Could you specify the required level of accessibility as this may affect the selection and/or exclusion of front-end technologies?

Cedefop's answer to question No 13

The basic level of compliance with these standards can be accepted, however the selected technologies should not prohibit from achieving a higher level.

Question No 14

Due to the workload required to prepare a high-quality bid, to the possible corrections that need to be taken into account and to the upcoming Easter holidays, could you kindly consider extending the submission deadline for a few days?

Cedefop's answer to question No 14

The need to spend enough time in order to deliver a high quality tender is understandable. However, considering that: a) the contract notice published on 15/03/14 stated that "Cedefop will be closed on 25.3.2014 and from 17.4.2014 until 21.4.2014", b) the Tender specifications have been on line since 18/03/2014, c) the Tender Specifications mention the date of deadline for requests for clarifications, d) only one correction to the Tender specifications has been published since 24/03, e) the errors, mistakes and/or discrepancies which may appear in the dataset will have no impact on the evaluation of the tenders (see reply to question 9 above), f) the Commission has imposed specific deadlines on Cedefop for the finalisation of this specific project, Cedefop considers that an extension of the deadline for submission of tenders at this stage is neither required nor feasible.