



Thessaloniki, 02/11/2010
RS/PRO/YSIRAK/2010/844

OPEN INVITATION TO TENDER

AO/RES/LT/Webtrends /019/10

'Webtrends services'

REQUEST FOR CLARIFICATIONS (1) – QUESTIONS AND ANSWERS

Dear Madam/Sir,

In regards to the above mentioned open Tender Procedure please find below the Answers of Cedefop to the requested Clarifications, which were raised by two potential tenderers.

Question 1:

2. Technical Specification

2.4.1 Assess and modify the current Webtrends installation to:

c) Enable Cedefop's web management team and other users in Cedefop to see page views and document download counters on every page;

Which pages are you referring to when you say 'counters on every page'? Do you want to see these 'counters' as Measures in a custom WebTrends report which shows a dimension of Page ?

Answer to Question 1

What is needed is to have these counters on every page of the website, and that they are viewable only by Cedefop staff. We were considering to have this implemented with Smartview. However we are open to accept any other method that would produce the same results.

Question 2:

2. Technical Specification

2.4.1 Assess and modify the current Webtrends installation to:

e) Activate the WebTrends HTTP post plug-in, to measure the number of submissions to a form (for example National "view results" form) and produce reports of this activity;

Is there a particular reason this is required? The usual method for tracking form submissions is to tag the confirmation/ thank you page to measure completed submissions. We also recommend tagging multiple form pages with Scenario Analysis tags to track fallout during the form filling activity

Cedefop Answer to Question 2

It will be useful for tracking submission of more complex forms as well as for identifying what the user has selected.

See e.g. the form at

<http://www.cedefop.europa.eu/EN/Information-services/browse-national-vet-systems.aspx>

We are, however, ready to accept any other method that would produce the same results.

Question 3:

2. Technical Specification

2.5.1 The contractor shall configure Webtrends for Cedefop to be able to produce reports (indicative list below) for its web portal as a whole and for the web portals different sections, pages and databases that:

a) What the users do during a visit to a page;

Can you provide more information about what user actions you want to track while they are looking at an individual page?

Cedefop Answer to Question 3

For example the following user actions could be tracked:

- From where did a person arrive to the page (or section);
- Where did this person go to after he viewed the page (or section);
- If possible, what javascript controls did the person use (e.g. increase/decrease font, view more/less, etc.);
- Other possible standard actions.

Question 4:

2. Technical Specification

2.5.7 Custom training in English on Cedefop's premises to transfer Webtrends know-how to Cedefop's ICT, training material, guidelines and instruction manuals , to attain the objective set in 2.4.2;

2.5.8 Custom training in English on Cedefop's premises to transfer Webtrends know-how to Webtrends users in Cedefop, training material, guidelines and instruction manuals in line with the tasks set in 2.4.3;

Can you provide more information about how many users will need training?

Cedefop Answer to Question 4

For 2.5.7 - three to four (3-4) ICT staff should be trained, in one group.

For 2.5.8 - six to eight (6-8) persons should be trained, in one group.

Question 5:

In tender document page 12, article 1.9, the payment terms as defined need to be aligned with article 2.6 – Timetable. In article 2.6 it defines that majority of tasks under 2.4.1, 2.4.2, 2.4.3 should be carried out in the first four (4) months of the contract period. Yet, based on payment terms, 75% of total payment shall be issued only upon completion of tasks 2.4.1, 2.4.2, 2.4.3. It is our understanding that despite the fact that majority of tasks can be completed within first 4 months, unless completed 100% (that could be until end of 18 month contract), the payment will not be issued. Please clarify if the milestones for project deliverables are defined from the Tenderers, therefore, detailed and forecasted dates can be submitted, or the completion of the tasks is based on CEDEFOP's needs and as such services inquires for these tasks can be at any time within the project timeframe.

Cedefop Answer to Question 5

The tasks under 2.4.1, 2.4.2, 2.4.3 must be completed 100% before the 75% instalment can be paid. It's up to the tenderer to define the milestones for project deliverables under 2.4.1, 2.4.2, 2.4.3, under reasonable assumptions concerning the involvement of Cedefop's staff. The proposed planning should take into account article 2.6 (majority of tasks under 2.4.1, 2.4.2, 2.4.3 should be carried out in the first four months of the contract period).

Question 6:

Article 2.4.4 refers to advising of new versions. Does the version upgrades services if any updated version exists, should be included as man effort within the proposal? Does CEDEFOP maintain a contract for receiving the latest releases of Webtrends software?

Cedefop Answer to Question 6

If using a new version is part of the proposal for the tasks under 2.4.1, 2.4.2, 2.4.3, then the man-effort for upgrading services should be included in the proposals for respective tasks under 2.4.1, 2.4.2, 2.4.3.

Cedefop maintains a contract for receiving the latest releases of Webtrends software.

Question 7:

Article 2.5.7 refers to training people and training material. Please indicate the number of people that should be considered attending the training sessions, and receiving training material.

Cedefop Answer to Question 7

Please see the answer to Question 4.

Question 8:

Just for your information, please review the validity of the link http://www.cedefop.europa.eu/etv/Information_resources/Bookshop/list.asp as mentioned in page 10 paragraph 14 of tender. It leads to an Error page within CEDEFOP web site.

Cedefop Answer to Question 8

Thank you. We redirected this link to the correct one:
<http://www.cedefop.europa.eu/EN/publications.aspx>