

QUESTIONS AND ANSWERS

Title of call for tenders - REF. SJU/LC/0137-CFT

N°	Subject	Reference in documents	Questions	Answers
1	Content of the technical offer Technical and professional capacity 06/09/2017	Section 7 (c) of the Invitation letter; Section 4.3.3 of the Tender specifications	<p>According to our understanding in the Invitation to Tender, point 7c), the evidence for the establishment of the technical and professional capacity of the tenderer will be part of "Volume 2 - Technical offer".</p> <p>Please confirm that this is correct and that we don't have to place this evidence in "Volume 1 - Administrative offer" instead, along with the rest of the documentary evidence requested in Tender Specifications, section 4.3.</p>	<p>Indeed the evidence (listed in section 4.4.3.2 of the tender specifications) on the establishment of the technical and professional capacity (to be assessed against the selection criteria listed in section 4.3.3.1 of the tender specifications) shall be part of the technical offer, along with the technical offer (to be assessed against the award criteria listed in section 4.4.1 of the tender specifications).</p> <p>Please note that there is a clerical error in page 3 of the letter of invitation to tender. A corrigendum containing this correction is available at http://www.sesarju.eu/procurement</p>
2	Economic and financial capacity 06/09/2017	Section 4.3.2 of the Tender specifications	<p>According to the Tender Specifications (section 4.3.2, pages 18-19), the proof of economic and financial capacity shall be furnished by the following documents: 1. Evidence of professional risk indemnity insurance; [...] If, for some exceptional reason which the SJU considers justified, the tenderer (the coordinator and each consortium member) is/are unable to provide the references requested here above, the tenderer (the coordinator and each consortium member) may prove the economic and financial capacity by any other means which the SJU considers appropriate."</p> <p>Could we provide an appropriate declaration/statement of financial capacity from a bank as an alternative to the professional risk indemnity insurance evidence, as this is the approach usually adopted in similar calls for tenders published by EU organisations?</p>	<p>Yes, a statement of financial capacity from the bank can be submitted as an alternative to the professional risk indemnity insurance.</p>
3	Technical and professional	Section 4.3.3 of the Tender	<u>Question 3.1</u>	<u>Answer to questions 3.1) and 3.2)</u>

	<p>capacity 06/09/2017</p>	<p>specifications And Annex 3B</p>	<p>“At least one content manager with at least 5 years’ experience (5 of which in the role concerned) of content creation and management for intranet/web/mobile app and e-marketing platforms, in the EU and aviation sector.”</p> <p>Since we are able to provide at least one content manager, could we use two profiles to fulfil the specified requirements, i.e. one with experience in the EU and another with experience in the aviation sector?</p> <p><u>Question 3.2</u></p> <p>According to the Tender Specifications (section 4.3.3.1, pages 19-20):[...]“ii) At least one content manager with <u>at least 5 years’ experience (5 of which in the role concerned)</u> [...]</p> <p>However, according to Tender Specifications - Annex 3B: “Content manager (**), Web developer (**), Multimedia developer (**) [...] (**) minimum experience required: <u>5 years in the field (2 of which in the role concerned)</u>”</p> <p>Which one is correct regarding the content manager’s experience? Are there 2 or 5 years required in the role concerned?</p>	<p>The correct requirement of the tender specifications should read as follows (elements in red are deleted and element in blue are added):</p> <p><i>At least one content manager with at least 5 years’ experience (5 2 of which in the role concerned) of content creation and management for intranet/web/mobile app and e-marketing platforms,in the EU and aviation sector.</i></p> <p>The following (in blue) is added as a minimum requirement is added as a minimum requirement of the tender (as a whole):</p> <p>xi) Proven experience delivering these services in the EU and aviation sector.</p> <p>A corrigendum containing this correction in the tender specifications is available at http://www.sesarju.eu/procurement</p>
<p>4</p>	<p>E-marketing tool 06/09/2017</p>	<p>Section 2.3 of the Tender specifications</p>	<p>According to the Tender Specifications (section 2.3.1, page 10):</p> <p>“Regardless whether performed by one or several team members (one person could cover two profiles below), the team should encompass the following compulsory profiles:</p> <ul style="list-style-type: none"> i. Project leader ii. Content management iii. Web developer iv. Multimedia developer” <p>Since one person could cover two compulsory profiles, could the same also apply to the rest of the profiles defined in Annex 3B?</p> 	<p>Yes one person could cover all the profiles in Annex 3B as long as sufficiently qualified as per the description in the Tender specifications</p>

5	Background on SJU 06/09/2017	Section 1.6 Tender specifications	Please provide us with further details regarding the existing e-marketing tool (name, version etc.) and clarify whether any foreseen license fees are within the scope of this call for tenders.	The SJU is currently using the Addemar e-marketing tool.
6	Case Study 06/09/2017	Annex 1 of the Tender specifications	According to the Tender Specifications - Annex 1: "The case study should not exceed 2 pages." Could you please clarify whether the breakdown of costs as well as the time and division of tasks among staff members is included outside of the defined page limit?	Yes, breakdown of costs as well as the time and division of tasks among staff members shall be included within the defined page limit. Please note that additional information, such as mock-ups, may be provided as links within the case study or as an annex to the case study.
7	Financial offer 06/09/2017	Annex 3B of the Tender specifications	According to the Tender Specifications – Annex 3B, the "Total price for necessary profiles" is calculated as the sum of the unit price of the "Project leader" to "Functional analyst" profiles (i.e. sum of cells B3 to B8). Could you please verify that this is correct?	There is a clerical error in the formula provided in Annex 3b. The formula to be used for the purpose of the financial evaluation is the sum of the compulsory profiles (i.e.: cells B3 to B6). An updated excel table is added to the corrigendum available at http://www.sesarju.eu/procurement
8	Technical and professional capacity 06/09/2017	Section 4.3.3 of the Tender specifications	Please take into consideration amending the following requirement, by removing the "in the EU and aviation" part, which, in our opinion has no relevance to the content manager's ability to fulfill the contract's requirements. "At least one content manager with at least 5 years' experience (5 of which in the role concerned) of content creation and management for intranet/web/mobile app and e-marketing platforms, in the EU and aviation sector. " There is no documented distinction between creating and managing the content "the EU and aviation sector" and creating and managing the content in other lines of businesses or other geographic locations, with respect to intranet/web/mobile app and e-marketing platforms. Therefore, we think, that including "the EU and aviation sector" requirement may unjustifiably narrow competition.	Please refer to answer to question 3 above.
9	E-marketing tool	Section 1.6 Tender specifications	SESAR is using an e-marketing tool, which tool is this?	Please refer to answer to question 5 above.

	12/09/2017			
10	Place of performance of the services 12/09/2017	Section 2.5 Tender specifications	What are the financial agreements in case we attend events across Europe for delivering content services?	Attendance to meetings across Europe is not foreseen under the scope of this contract. Meetings are to be held via teleconference. If deemed necessary by the SJU, on site presence will be required at the SJU premises.
13	Mobile APP & Social media 12/09/2017	Section 1.7 Tender specifications	Do you have access to the source code for the SESAR mobile app (IOS/Android)?	Access to the source code to the SJU is not foreseen under the contract with the current service provider.
14	Submission of tenders 14/09/2017	Section 5 of the Invitation letter	With reference to the guidelines given in points 5 and 6 of the “Invitation to tender”, we understand that the offer should be submitted both in paper and in electronic format. As concerns the electronic copy (in USB key), can you please specify whether the electronic copy should contain: a. All parts of the proposal including the cover letter, the Administrative offer, the Technical offer and the Financial offer, or b. The Technical offer only	The electronic version shall include all elements of the offer, namely the cover letter, administrative, technical and financial. For the purpose of reducing the administrative burden please note that only few documents (those that need to be signed or are originals) shall be scanned.
15	E-Marketing (mailing) tool 14/09/2017	Section 1.6 of the Tender specifications	Could you provide us with the name and details concerning the e-Marketing (mailing) tool currently used by SJU?	Please refer to answer to question 5 above.
16	Case Study 14/09/2017	Annex 1 of the Tender specifications	Considering the page limitation of the Case Study and the need for high-analysis image for the mock-up (required for viewing facilitation), is it possible for the Tenderers to provide the mock-up in an annex to the Case Study, not included in the 2-page limit?	Please refer to question to answer 6 above.
17	Technical and professional capacity	Section 4.3.3 of the Tender specifications	Tender Specifications, Page 19/20, section 4.3.3.1: <i>“At least one content manager with at least 5 years’ experience</i>	Please refer to answer to question 3 above.

	14/09/2017	And Annex 3B	<p>(5 of which in the role concerned) [...]"</p> <p>and</p> <p>Annex 3B – Financial offer – Profiles (Content manager)</p> <p>“(**) minimum experience required: 5 years in the field (2 of which in the role concerned)”</p> <p>Please verify that the correct experience in the role concerned is minimum 2 years (as stated in the financial offer) and not 5 (as stated in the tender specifications).</p>	
18	Prices 12/09/2017	Financial offer	As the pricing grid only allows us to confirm daily rates. Is it correct to understand that “fixed costs” are budgeted separately i.e. not included in our pricing grid or offer?	The financial offer initially published was incorrect. Please find the correct financial offer in the Corrigendum 3 available at http://www.sesarju.eu/procurement
19	Deadline for reception of tenders 15/09/2017	Point 2 of the Invitation to tender; Section 1.9. of the tender specifications	In "invitation to tender", page 1, it is stated that "the tender including all its supporting documents must be received at the SJU premises, not later than Thursday 29 September at 11:30 a.m. ", but 29 September is Friday. Please clarify.	The deadline for reception of offers has been extended to Friday 6 October 2017. Information available in a corrigendum of the contract notice in the Official Journal of the EU and in the SJU website http://www.sesarju.eu/procurement
20	Signature of tenders 15/09/2017	Point 5 of the Invitation to tender	In "invitation to tender", page 2, it is stated that "the original paper copies of each tender must be marked "ORIGINAL", initialled (each page) and signed by the tender". Our understanding is that only the documents that require it (e.g. legal entity form, Declaration on honour, Cover letter...) and the technical offer itself should be signed. Could you please confirm our understanding is correct?	You understanding is correct, only documents that require a signature within need to be signed.
21	SESAR JU Website 15/09/2017	Section 1.4 and 2 of the tender specifications	<ol style="list-style-type: none"> 1. What version of Drupal 8.x are you using? 2. How many sites do you host? 3. Could you provide the list of contributed and custom modules used in your sites? 	<ol style="list-style-type: none"> 1. Drupal version: 8.3.6. 2. Two sites: www.sesarju.eu and www.sesar.eu 3. Installed Modules: Chaos; Config update manager; Entity reference; Country; Features; Field group; Paragraph; Geolocation field; Google analytics; IMCE; Mail

			<ol style="list-style-type: none"> 4. Could you provide information about the average number of incidents and request per month and criticality? 5. Could you provide an example of the typical request for new web pages and digital tools? 6. Could you provide information about the average number of request per year and the needed resources and hours that you foresee? 7. We assume the new sites are to be hosted in the same infrastructure of the public website. Is that correct? 8. Could you provide an example of a typical request for the intranet development and design? 9. Could you provide information about the average number of incidents and issues per year? 10. Could you provide information about what kind of new functionalities you foresee? 11. Which tools are in use actually for e-Marketing? 	<p>system; Metatag; Swift mailer; Token; Search; Path; Nodes; CKEditor; Block.</p> <ol style="list-style-type: none"> 4. On average there are 5 issues per month, 1 critical, 2 major and 2 minor. But then there are also enhancement requests, about 5 per month on average, some being basic and others requiring further configuration and development 5. Examples of a typical request for new webpages and digital tools. <ul style="list-style-type: none"> • SESAR-funded projects each have a dedicated webpage. As new projects are launching, new pages must be created. We also create pages to promote individual solutions. • A 'digital tool' could be e.g. an interactive map to promote solutions, see http://www.sesarju.eu/sites/default/files/embed/animated_map/index.html for example: 6. See baseline SLA and price list. 7. It is up to the contractor to propose a solution that fits in line with our needs and budget. 8. It could be the enhancement of the design and graphical layout of the intranet, to render it more attractive. Or developing and customising web parts to render the intranet more interactive. 9. An average of 5 issues per month, which would make 60 issues per year. 20% critical, 40% major and 40% minor 10. Adding or improving the layout of pages, upgrading Drupal patches, creation of custom modules to fit the needs of the SJU, creation of interactive pages to promote projects and solutions, creation of mini-web sites for special events. 11. Currently the SJU is using Addemar however it is up prospective tenderers to suggest a tool that meets the SJU needs, as per section 2 of the tenders specifications, and within the budget.
21	<p><i>New!!</i> Content of the administrative</p>	<p>Point 5 of the Invitation to tender</p>	<p>"A valid power of attorney (or a clear reference to the official document), legally empowering the person/s who have signed</p>	<p>The document empowering the signatory for documentation related to the procurement procedure (including possible contract/s) does not need to be notarised. For the SJU it is sufficient that this person is legally</p>

	<p>offer 22/09/2017</p>		<p>any/all documents in response to this call for tenders (for the Coordinator and for each Consortium Member, where applicable);" is required.</p> <p>Could you specify if, in case of consortium, the power of attorney requires notarization, i.e. use the services of a notary or if we could enclose a power of attorney only signed and stamped from the members of the consortium.</p>	<p>empowered by the Tenderer to represent and sign documentation; it is up to the Tenderer to choose the means to demonstrate it.</p> <p>In case of doubt, the SJU may require clarifications.</p>
<p>22</p>	<p><i>New!!</i> Hosting, maintenance and development services 22/09/2017</p>	<p>Section 2.1.1.1 of the Tender specifications</p>	<p>"Manage the hosting of the SJU website, which entails the following: - Take over the current contract with Platform.sh" Could you provide us with further details regarding the existing contract with platform.sh?</p>	<p>The contract with platform.sh is based on a SLA. Tenderers should review the SLA minimum requirements set out in tender specifications and propose a cloud hosting service that meets the SJU needs.</p>