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FAQ	Lot	Questions	Answers
1	Lot 1	Los terminales telefónicos, ¿son VoIP o analógicos de tipo convencional?	En la actualidad la Agencia dispone de una centralita telefónica Siemens con terminales digitales propios de la centralita. Por otro lado, no se descarta que a lo largo de la duración del servicio se produzca una migración a un sistema de VoIP.
2	Lot 1	¿Hay que soportar algún equipo de conferencia de tipo dedicado (Polycom, CISCO, etc.) o son elementos más convencionales (ordenadores, laptop, teléfonos manos libres de sala, etc.) ?	La Agencia dispone de varios tipos de dispositivos para los servicios de teleconferencias/Videoconferencias, como son: - Teléfonos de conferencia Polycom - Dispositivo de Videoconferencia Tanndberg - Sistema de Multiconferencias Adobe-Connect - Estos dispositivos y sistemas podrán ser sustituidos y/o complementados a lo largo de la duración por otros nuevos.
3	Lot 1	¿El manejo de consumibles incluye la provisión de los mismos por cuenta del adjudicatario o tan solo la manipulación de los mismos (cambio de toner proporcionado por EU-OSHA, etc.)?.	El manejo de consumibles incluye tan solo la manipulación de los mismos (Instalación en los dispositivos).
4	Lot 1	Entendemos que se solicita la presencia de Agente de Helpdesk in-situ, pero el soporte de segundo nivel ¿debe de estar también in-situ o puede ser requerido y acudir cumpliendo los SLA's establecidos?	Para el soporte de segundo nivel, no es necesaria la presencia in-situ del mismo.
5	Lot 1	Entendemos que, aparte de los puestos definidos en Bruselas, el resto de personal está ubicado en el edificio de Miribilla. ¿Es correcto?	Efectivamente, a excepción de los dos puestos de la oficina de Bruselas, el resto están ubicados en las oficinas del edificio Miribilla. Ahora bien, y como se indica en el apartado 2.1.1, en caso de que la Agencia optase por facilitar a sus miembros la posibilidad del teletrabajo, se deberá asimismo dar soporte a dichas personas (principalmente por vía telefónica o sistemas de asistencia remota)
6	Lot 1	Aunque el compromiso del servicio será al menos en castellano e inglés, nos gustaría saber cuál es el idioma que predomina en su organización, al menos en lo que concierne a los puestos a los que se presta el servicio.	El idioma principal de trabajo es el inglés.

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FAQ	Lot	Questions	Answers
7	Lot 3	En la definición de perfiles se indica para el Consultor Senior dos posibles perfiles de aplicación, el de Arquitecto Senior y el de Analista Programador, ambos con 4 años mínimos de experiencia, y englobados en la tabla de precios a ofertar en un único perfil de facturación ( Consultor Senior ). La pregunta que nos hacemos es si se busca que la misma persona pueda realizar ambas tareas ( Arquitecto y Analista Programador, cosa poco habitual ) o que se incluyan bajo el mismo perfil de Consultor Senior, de forma bien definida , unos técnicos con perfil de Arquitecto y otros con perfil de Analista Programador.	Con dicha clasificación, la Agencia quiere reflejar que aquellas personas que cumplan las tareas tanto de "Arquitecto Senior" como el "Analista programador" quedan englobados dentro del perfil "Consultor Senior". Para poder ser considerados como tal, los perfiles presentados deberán tener una experiencia de al menos 4 años. Queda a criterio del licitador la opción de que una misma persona realice ambas tareas o sean distintas personas las que las lleven a cabo.
8	Lot 1	Telephone and teleconference: ¿Qué marca es la centralita y teléfonos fijos?	La centralita actualmente en servicio es de la marca Siemens
9	Lot 1	Support to meetings and conferences: El pliego dice textualmente en la página 7 del Tender Specifications: <i>"Supporting the organisation of EU-OSHA's meetings/conferences by equipping its meeting premises with requested ICT facilities, such as laptops and/or workstations, printers, video projectors, video cameras or mobile phones. This task consists of the installation and configuration of network connections and the testing of the systems.</i> ¿Debe el adjudicatario proveer del Hardware/Software para las video conferencias, o debemos entender "By equipping", sólo la instalación y configuración del equipamiento de las videoconferencias?	El adjudicatario deberá únicamente encargarse de equipar las salas con el equipamiento de que dispone la Agencia para ello, encargándose de la instalación y comprobación del correcto funcionamiento del mismo
10	Lot 1	En la página 7, en el apartado "support to users", dice <i>"Managing the lending of laptops, mobile phones, smartphones and any other equipment"</i> : ¿Quién es el "lender" (prestamista) de estos equipos, el adjudicatario de este pliego? ¿Solo se debe gestionar los préstamos de estos equipos o debe además prestar tales equipos.	El adjudicatario se deberá únicamente gestionar el préstamo de los equipos de que dispone la Agencia para ello, encargándose de la comprobación del correcto funcionamiento de los mismos
11	Lot 1	¿Existe la posibilidad de que el técnico que prestará todos estos servicios requeridos para el lote 1 pueda estar ubicado en las instalaciones de la EU-OSHA en Miribilla, es decir, que su puesto de trabajo esté en es las oficinas de EU-OSHA y no en las oficinas del adjudicatario?	Como se indica en el apartado 2.1.3 del pliego de condiciones, el servicio principal de Helpdesk deberá ser prestado On-Site.

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FAQ	Lot	Questions	Answers
12	Lot 3	Which is the estimated importance weight (in percentage) of the used technologies (Drupal, Pentaho, Java)?	The 3 used technologies are important for us: you can check Annex XV - List of existing websites and applications. In addition to this list we have 2 Data Visualisation tools that are under development with Pentaho technology.
13	All	Is it necessary that the required PARFs include a signed letter from the client for which the project / activity was developed?	It is not mandatory, but as written in Annex XIII – PARF: “EU-OSHA may contact the contact persons stated for each PARF to check the accuracy of the submitted information.”
14	All	As per the CVs to be provided, you state that “Tenderers should supply the CVs of the account manager and of main team members who will be responsible for carrying out the project” and that “The CVs of the profiles assigned to the tasks only, as described below, will be taken into consideration in the evaluation of the tender”. Does this include the CVs of the back-up team?	You do not need to include the CVs of the back-up team.
15	Lots 1, 3	We would like to submit a bid as lead partner with 1 subcontractor, is it possible to submit only LOT 1 and LOT 3?	Yes, it is possible to submit a tender for the Lot 1 and lot 3.
16	All	Is it possible submit a bid with 2 subcontractors within all LOT estimated volume?	You need to submit an offer for each lot separately. Please remember that you cannot submit a tender for Lot 2 and 3 (as specified in the the tender specificcations in section 2.2).
17	All	Do you mean „tenders“ only consortium or also main tenderer plus subcontractor (contractor) ?	Both options are possible.
18	All	In the PART B – Technical proposal, tenderers have to provide answer to questions in a document not exceeding a maximum number of words and pages per question. Our understanding is that cover and subcover pages, table of contents, annexes, header and footer are excluded in this calculation. Could you please confirm our understanding is correct?	The cover, sub cover pages, table of contents, headers and footers are excluded but the annexes are included in the calculation.

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FAQ	Lot	Questions	Answers
19	All	According to tender specifications, section "4.4 double envelope system" (page 26), it states "the documentation will consist of Microsoft Word documents both in digital format (USB stick) and in printed format" whereas according to the same section but in page 27, "the four envelopes are – Envelope A1 – administrative part [...] one original + one electronic version (USB memory or equivalent)". Our understanding is that we can use either a USB stick either a CD. Could you please confirm that both cases are good for the electronic version?	It is correct, USB and CD are acceptable for electronic version.
20	All	According to tender specifications, section "4.4 double envelope system" (page 27), it states "envelope B – Technical proposal for each lot: one original (on paper, unbound, clearly marked "original" and each page to be signed/initialed)". Our understanding is that by unbound tenderers cannot use staples nor spiral binders, but can use binders. Could you please confirm that binders can be used for envelopes B and C for original?	No binder is preferable but a binder that can be removed easily will be acceptable.
21	All	¿Se puede presentar el pliego en Castellano o todos los sobres deben contener las respuestas en Inglés?	Aunque el idioma preferido sea el inglés, puede presentar su(s) oferta(s) en castellano como se describe en el punto 2 de la invitación a licitar.
22	Lot2	Scenario 2: The objective is expressed as a fixed offer, including not only the cost for initiating the project but also the yearly cost for providing the reports. However, in the description of activities, the last task is the consultancy for defining the process and the tools to be used to generate the dashboard, but there is no mention to the provision of the reports during a year. Besides, the timeframe is a maximum of 2 months and, so, it seems coherent with the activities described before, without considering the generation of the reports either. Therefore, our request would be: In the project plan, the deliverables list and the team (number of person-days), should we include the provision of the reports during a year or this is out-of-scope?	The provision of the reports (during a year) should not be included in the deliverables. However, the costs for providing reports (during a year) should be included in the scenario.

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FAQ	Lot	Questions	Answers
23	Lot 3	According to tender specifications, section "5.2.6 selection criteria (all lots)", page 36, for b - table "Number of PARFs", in lot 3 it states "between four and six", we quote "at least two for websites [...] at least two for maintenance"; gives an amount of 8 PARFs instead of 6. Could you please confirm how many references do you expect in total: 6 or 8?	We confirm that we need 4 to 6 PARFs, some being common to different categories (as an example, the PARFs for websites could be either for development or for maintenance).
24	All	Hemos intentado bajarnos el Legan Entity Form y el Financial Identification Form desde sendos enlaces suministrados en el Anexo III y Anexo IV, sin embargo no hemos podido, nos comunica el navegador que el documento no se encuentra en el servidor. <a href="http://ec.europa.eu/budget/execution/legal_entities_en.htm">http://ec.europa.eu/budget/execution/legal_entities_en.htm</a> <a href="http://ec.europa.eu/budget/execution/ftiers_en.htm">http://ec.europa.eu/budget/execution/ftiers_en.htm</a> ¿Existe otro enlace dónde descargarlos u otra manera de obtener esos formatos?	Lamentamos que no funcionen los enlaces. Los cambiaremos en la página web a la mayor brevedad posible. Entre tanto, por favor usen los siguientes: - <a href="http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal-entities_en.cfm">http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal-entities_en.cfm</a> - <a href="http://ec.europa.eu/budget/contracts_grants/info_contracts/finacial_id/finacial-id_en.cfm">http://ec.europa.eu/budget/contracts_grants/info_contracts/finacial_id/finacial-id_en.cfm</a>
25	All	On page 24 of the tender specifications, you mention under section 4.2.1 the points that the technical tender should cover. On regards of bullet point 5 "a description of the approach, that is, the method proposed to ensure the ability to respond professionally and in timely manner to delivering the services described in this call for tender" Could you please clarify if you are referring: (i) to the ability to respond in timely manner to any type of request independently of the type of service to be provided? Or (ii) To the ability to respond in timely manner to the service provision (execute properly) independently to the type of request?	We are referring to both of them.
26	Lot 3	On page 32 of the tender specifications you mention under the assessment criteria "QA and control procedures" you request information on regards to "The functional induction approach, including the organisation, mechanisms and delivery of workshops" Could you please provide further details and clarification on what OSHA is expecting under this point?	Please, see page 15 "Induction for websites and applications".

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FAQ	Lot	Questions	Answers
27	Lot 3	On page 24 of the tender specifications, you mention under section 4.2.1 the points that the technical tender should cover. On regards of bullet point 6, “work processes: a detailed description of the workflows and timelines from the creation/adaptation of designs to final delivery”. Could you please provide further details and clarification on what OSHA is expecting under this point? What should it be understood as “creation/adaptation of designs”?	Please see page 15 under “development of websites and applications”, the description of tasks, the workflows timelines from the analysis and software design to the final delivery.
28	Lot 3	In case our Senior Consultant will cover two profiles (Senior Architect and Analyst Programmer) in the same time and Junior Consultant also two (Tester and Junior Analyst Programmer) can we make an offer with 4-experts team only?	We grouped the profiles in 4 categories (Account Manager, project Manager, Senior Consultant and Junior Consultant). These groups are used for our requirements (such as the years of experience) and for the budget (same cost for all the profiles in a group). Up to you to organise your team: one person could manage different profiles in the same group or a profile can be managed by 1 or more persons.
29	All	According to tender specifications, section “5.2.6 selection criteria (all lots)”, page 35, for a) “a concise company profile (maximum of 1.500 words), describing the tenderer’s main current activities [...]” and “a description of the firm’s organizational structure [...]”; our understanding is that the company profile must not exceed 1.5000 words, whereas the organizational structure can exceed 1.5000 words. Could you please confirm our understanding is correct?	Yes, it is correct.
30	All	According to tender specifications, section “5.2.6 selection criteria (all lots)”, page 36, for b) “a list of the main contracts for which the services described in each lot have been provided over the last 3 years [...]” and “a description and evidence of contracts or projects performed in the past 3 years, similar in scope [...]”; our understanding is that we can include both in the list and in the PARFs projects that have started before 2013 and ended from 2013 to 2016, and also projects that are still on-going. Could you please confirm if our understanding is correct?	We confirm that we need a list of the main contracts you had for similar services over the last 3 years. We also requested Parfs regarding projects that have been performed in the past 5 years (we have a typo and it should be read 5 years, not 3). Contracts or projects can be common to both (list and parfs).



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FAQ	Lot	Questions	Answers
31	All	According to the ANNEX XVIII - Mapping of PARFs, "(1) Value of the project related to the services requested in this call and executed by the tenderer during the period 2012–2016"; could you please confirm which is the period to be understood as "past 3 years" or "last 3 years" if in the Excel sheet the period is 5 years? Should we understand that the list and PARFs can be from 2012 to 2016 or should we taken into account only from 10/2013 to 10/2016?	As commented above, the reference period for the parfs is 5 years (2012-2016).
32	All	With reference to Tender Specifications, section 5.2.6 Selection criteria (All lots), page 35 "A description of the firm's organisational structure, including a statement of the average annual manpower and the number of managerial staff in the last 3 years. The tenderer must provide a description of the organisation and the hierarchy levels, as well as completing the following table (one for each lot) with the appropriate categories." Could you please clarify the following? 1. Is there any particular requirement or threshold in relation to the number of staff, directors, project managers, etc.? 2. We understand that we should extend the example table in order to present the number of all profiles related to the lot that we will apply. Could you please confirm?	1: No, there is no particular requirement or threshold 2: Yes, we confirm

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FAQ	Lot	Questions	Answers
33	All	<p>With reference to Tender Specifications, section 5.2.6 Selection criteria (All lots), page 36 "A description and evidence of contracts or projects performed in the past 3 years, similar in scope, size and nature to those described in each lot. In order to prove this capacity, tenderers are requested to complete a PARF for each contract or project, indicating the precise type of work carried out, the date, the approximate value of the contract and the customer. The PARFs must demonstrate the tenderer's ability to deliver the services that form part of this call for tender."</p> <p>Could you please clarify the following?</p> <p>1. How will OSHA judge the tenderer's ability to deliver the services that form part of this call for tender? Is there any particular service/task (per lot), technology, methodology or tool that should be covered in these PARFs?</p>	<p>The PARFs should be related to tasks detailed for each lot (See Section 2 Description of the requested tasks and services). Our minimum requirements are detailed in the table page 36</p>
34	All	<p>With reference to Tender Specifications, section 5.2.6 Selection criteria (All lots), page 36 "Tenderers should supply the CVs of the account manager and of main team members who will be responsible for carrying out the project (maximum of 2 pages per team member), reflecting their capacity to meet the requirements stated in each lot. The CVs of the profiles assigned to the tasks only, as described below, will be taken into consideration in the evaluation of the tender."</p> <p>Could you please clarify the following?</p> <p>1. Could you please verify that the CV of each candidate should not exceed 2 pages? In this case we understand that the CV should be rather a summary of the projects undertaken by the candidate. Is our understanding correct?</p> <p>2. Could you please specify or provide an indication on the number of team members required per profile for each lot in order to be able to reflect the capacity required?</p>	<p>1: Yes, it should not exceed 2 pages. Please see the instructions provided in the europass link (p. 36 of our tender specifications)</p> <p>2: You can find our yearly estimates in the ANNEX X - Forms for financial offer</p>

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35	All	<p>With reference to Tender Specifications, section 5.2.6 Selection criteria (All lots), page 36 "The CVs must show evidence of the experience and necessary/relevant qualifications."</p> <p>Could you please clarify the following?</p> <p>1. What do you mean with the term evidence? Could you please define what evidence of the experience is required for each CV?</p>	<p>The CVs should be related to tasks detailed for each lot (See Section 2 Description of the requested tasks and services). Our minimum requirements are detailed in the section c page 36-37. Please see also the instructions provided with the europass CV.</p>
36	All	<p>With reference to Tender Specifications, section 5.2.6 Selection criteria (All lots), page 37 "Minimum number of years4." And</p> <p>In the footnote: "4 Minimum of required years in the tasks described in this document for this profile"</p> <p>Could you please clarify the following?</p> <p>1. There is no description of the tasks required per profile. Could you please clarify?</p>	<p>Indeed, you should understand it as: "Minimum of required years in the tasks described in this document"</p>
37	All	<p>With reference to Tender Specifications, section 4.2.1 Quality of service, project management and quality assurance (all lots), could you please further elaborate on the different aspects that you expect the Tenderer to present under the following sections:</p> <p>1. a description of the services to be provided and the work to be carried out to achieve these services: Do you refer to our understanding of each service and the related tasks that will be performed for the delivery of each service?</p> <p>2. a description of the methodologies proposed for undertaking the tasks: Do you refer to relevant methodologies that may be applied to execute each type of service?</p> <p>3. a description of the approach, that is, the method proposed to ensure the ability to respond professionally and in a timely manner to delivering the services described in this call for tender: Do you refer to the broad methodology/ framework upon which the Tenderer will be based to deliver all services? What is the difference of this requirement from the previous one where you request the "methodologies" for undertaking the tasks?</p>	<p>1: Yes, we do</p> <p>2: Yes, we do</p> <p>3: Here you should focus on "the ability to respond professionally and in a timely manner"</p>

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FAQ	Lot	Questions	Answers
38	All	With reference to Tender Specifications, section 4.2.1 Quality of service, project management and quality assurance (all lots), we understand that the section 'work processes: a detailed description of the workflows and timelines from the creation/ adaptation of designs to final delivery' should be answered only for Lot3. Could you please confirm or else further elaborate on what you expect to be answered under this section for Lot1 and Lot2?	This question is for Lot 2 and Lot 3: Lot 2 for the Project Management, functional specifications, functional testing... etc, and lot 3 for the development, testing...etc.
39	All	With reference to Tender Specifications, section "4.2.1 Quality of service, project management and quality assurance (all lots)", we understand that the 'description of on-site (in EU-OSHA premises) and off-site tasks' should outline the Tenderer's understanding/ proposal of which tasks mentioned under the various services of each Lot are expected to be provided on-site and which off-site. Could you please confirm or else further clarify?	Yes, we confirm
40	Lot 2	With reference to Tender Specifications, section "5.2.2 Technical evaluation (Lot 2); Assessment criterion: Continuous improvement plans", could you please further clarify on what you expect to be answered under 'The tenderer should demonstrate, through examples or lessons learned, how the accomplishment of project goals will be ensured'?	The tenderer should explain how he will manage for not reproducing same problems and continuously improving the quality of the service
41	Lot 2	Section 5.2.2 Technical evaluation (Lot 2) of the Tender Specifications; Assessment criterion: Quality of the project management approach mentions that 'The approach must be relevant and stringent, including the work planning schedule'. We understand that no work planning schedule is expected to be provided under this section, since there are not any specific information/ data to deliver a specific work schedule.	Indeed you should not provide a specific work planning schedule for this criteria, but you should give example of a work planning schedule used in your methodology

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42	Lot 2	<p>Section 5.2.2 Technical evaluation (Lot 2) of the Tender Specifications; Assessment criterion: Quality assurance and control procedures mentions that 'For this purpose, a dashboard or any specific tools should be described to explain how the quality of data will be assured.'</p> <p>1. Could you please provide more details on the type of dashboard that you require to be developed? Moreover, is this the same dashboard that you require to be described as part of the Scenario 2 of the Technical Evaluation for Lot2?</p> <p>2. It is our understanding that Lot2 Contractor will provide assistance in the functional definition of the requirements for such a dashboard and will not be responsible for the actual implementation/setup/development of the dashboard/monitoring tools that will be necessary. Could you please confirm or clarify?</p>	<p>1: It means a dashboard to monitor the advancement of the project. The scenario 2 mentions a dashboard to monitor the Hosting SLA and the statistics, which is different</p> <p>2: The dashboard is not meant for functional support tasks but for project management support tasks</p>

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FAQ	Lot	Questions	Answers
43	Lot 2	<p>Section 2.2.2 Main services requested of the Tender Specifications mentions that 'The contractor will monitor EU-OSHA's websites and applications, will alert EU-OSHA in the event of unavailability and will ensure that the SLAs are respected.'</p> <p>Given the Lot2 description and the associated profiles described in the call for tenders it is not clear to us what this service corresponds to. Could you please clarify the following:</p> <ol style="list-style-type: none"> <li>1. Will another Contractor be responsible for setting up the monitoring mechanism and the respective tools?</li> <li>2. Will the Contractor for Lot2 be responsible for monitoring the website/application availability and event management? If so, what is the profile that will be involved in the delivery of such a service and how this service will be charged to EU-OSHA?</li> <li>3. Does EU-OSHA currently maintain an event management/ monitoring tool for this purpose?</li> <li>4. According to the specifications there is already an online monitoring tool used (monitis) and Piwik is used for statistics. Apart from these tools what additional tool or functionalities are necessary and for what reason?</li> <li>5. What will be the SLA for the website monitoring service? Will it be necessary to run the service on a 24/7 basis?</li> <li>6. What will be reporting requirements (frequency, format etc.) for this service?</li> </ol>	<p>1: No, it will be covered by the contractor in charge of the lot 2 and EU-OSHA</p> <p>2: The contractor in charge of the lot 2 will provide dashboard and reports to EU-OSHA. Please see the scenario 2 for more details</p> <p>3: Yes, Monitis</p> <p>4: Monitis could be replaced by another tool. There is no need of another tool, but to create a dashboard using the data provided by these tools</p> <p>5: The Hosting SLA uses response time and availability criteria. The contractor in charge of the lot 2 should not run a 24/7 service, but just provide a dashboard to ensure that the SLA is respected</p> <p>6: Please see the scenario 2 for more details</p>
44	Lot 2	<p>Annex VIII – Scenarios, Scenario 2 for Lot 2 – Website monitoring: "Description of activities: to provide consultancy for defining the monthly dashboard": We understand that the definition of the monthly dashboard is the definition of the format of the dashboard to be used. In that sense, and given that a Microsoft Office format is requested, we understand the "definition of the dashboard format" as the definition of the layout of the dashboard (i.e. a graphical presentation of which KPIs should be presented, how they should be presented –charts, tables, gauges-, what grouping should be made etc). Can you please confirm or clarify further?</p>	<p>Yes, we confirm</p>

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FAQ	Lot	Questions	Answers
45	Lot 2	Annex VIII – Scenarios, Scenario 2 for Lot 2 – Website monitoring: “Deliverables: a description of the project deliverables, including a proposal for the list of KPIs and a proposal for the dashboard format”: We understand that no specific KPIs or dashboard formats should be proposed in our response for this Scenario, since the selection of the KPIs and the dashboard layout is part of the actual work of the Contractor that will be possible only after the analysis of the actual requirements of EU-OSHA. What is requested through in our response to the Scenario is the description of our approach for concluding to the list of KPIs and to proposal for a specific dashboard format. Please confirm that our understanding is correct or clarify if not.	Yes, we confirm
46	Lot 2	Annex VIII – Scenarios, Scenario 2 for Lot 2 – Website monitoring: “Technologies: The dashboard should be in a Microsoft Office format, Piwik will be used for the statistics. Any online tool can be used for the SLA monitoring”. a. Could you please clarify in detail the scope of the scenario? b. According to our understanding, there is an online monitoring tool already used by EU OSHA’s for monitoring its websites and Piwik is also used for presenting some statistics/dashboards based on data fed by the monitoring tool. In that sense, what is the scope of the dashboard requested under this Scenario? Doesn’t Piwik account for presenting online statistics/PKIs and dashboards needed by EU OSHA? c. What do you mean by Microsoft Office format? Would you be interested on deploying a tool that can extract dashboard information in MS office format? Or you expect that using the monitoring tool and Piwik the Contractor’s staff will have populate an MS Office template with the necessary data necessary in order to prepare the dashboards?	a: As explained in the Annex VIII, It is a dashboard with Statistics from Piwik and with availability and response time from a monitoring tool  b: It is about merging data from the different tools in a single report that could be understood by a non-technical person  c: All solution are possible, but with the constraint that it should be a Microsoft Office format
47	All	According to the Technical and professional capacity section (page 36), tenderers should supply the CVs of the account manager and of main team members. Could you please confirm if there is a minimum number of CVs per profile to be provided?	We grouped the profiles in 4 categories (Account Manager, project Manager, Senior Consultant and Junior Consultant). These groups are used for our requirements (such as the years of experience) and for the budget (same cost for all the profiles in a group). Up to you to organise your team: one person could manage different profiles in the same group or a profile can be managed by 1 or more persons.

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FAQ	Lot	Questions	Answers
48	All	<p>In the case a tenderer provides additional content (e.g. annexes) complementing / supporting the information in an award criterion, and outside the maximum limits of pages and words, could you please confirm how the evaluation committee will proceed?</p> <p>a) The committee will not read the additional content  b) The committee will read the additional content, but will not evaluate it.  c) The committee will read the additional content, and may consider it as a positive point, increasing the total score of the award criterion.</p>	<p>The committee will not read the additional content.</p>
49	All	<p>The Subcontracting form in Annex VII Declaration includes the following declaration: "As subcontractors for this tender, we confirm that we are willing to perform the tasks assigned above and as specified in the tender."  Nevertheless this Annex does not include any space for the mentioned "tasks assigned above".  Could you please clarify if this is a mistake, and in which particular section of the tender (A1, A2, B) should we provide the description of the tasks of the subcontractor?</p>	<p>When completing this form you have to state a lot: therefore, we mean the tasks referred to this particular lot for which you will subcontract tasks.</p>
50	All	<p>Section 4.4. states that the documentation will consist of Microsoft Word documents. Could you clarify if PDF format is also permitted for the documents to be submitted?</p>	<p>Yes, PDF format is accepted.</p>
51	All	<p>Section 5.2.6 of tender specifications requires "A description and evidence of contracts or projects performed in the past 3 years, similar in scope, size and nature to those described in each lot".  However, in the document ANNEX XIII - PARF, General Rule, n° 5 says: "5. PARFs should not be out of date: the project should have been executed during the past five years".  Could you please clarify if projects should be performed in the last 3 or 5 years?</p>	<p>The reference period for the parfs is 5 years (2012-2016). See our Frequent Asked Questions (FAQ) n° 30-31, above</p>

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FAQ	Lot	Questions	Answers
52	All	<p>According to Technical and professional capacity section (page 36): "the CVs of the profiles assigned to the tasks only, as describe below, will be taken into consideration in the evaluation of the tender".</p> <p>We understand that only the CVs for profiles stated in page 37 will be evaluated. For example, in case of Lot 3, only the following: Account Manager, Project Manager, Senior Architect, Analyst Programmer, Tester and Junior Analyst Programmer.</p> <p>We also understand that, in the event that we include additional profiles when describing the whole team, these CVs will not be evaluated.</p> <p>Could you please confirm our understanding is correct?</p>	<p>If you need additional profiles you can add them, but they should be in one of the 4 groups: Account Manager, project Manager, Senior Consultant and Junior Consultant.</p>
53	All	<p>When submitting an offer for more than one lot, we understand we can include the Cv of the the same person in different lots.</p> <p>Could you please confirm our understanding is correct?</p>	<p>Yes it is correct.</p>
54	Lot 2-3	<p>According to the table for profiles detailed in page 37, a Tester is a Junior Consultant profile.</p> <p>We understand that it is possible to include a Tester under the Senior Consultant profiles if his/her experience is 4 years or more. In fact, as a general rule, we involve senior testers in our project.</p> <p>Could you please confirm our understanding is correct?</p>	<p>In general we consider that testers are in the Junior Consultant group, even if they have more than 4 years of experience. But for specific tests that need a specific expertise in testing you could involve senior testers in your projects into the group Senior Consultant.</p>
55	Lot 2-3	<p>With respect to the technical and professional capacity section, there are no specific tasks assigned to profiles.</p> <p>We understand that under Analyst Programmer profiles we can include, apart form Analysts and Programmers, Business Analyst or Web Designers for example (as long as the experience is more than 4 years).</p> <p>Can you please confirm if our understanding is correct?</p>	<p>Yes , we confirm.</p>
56	All	<p>Annex XIX - Mapping of CVs, has 30 rows available.</p> <p>Does this imply that 30 is the maximum number of accepted CVs?</p>	<p>No, it could be more.</p>

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FAQ	Lot	Questions	Answers
57	Lot 3	Tender Specifications, page 32, Lot 3, award 1, gathers the description of the first assessment criteria (quality of the project management approach) states "... including the work planning schedule". As this criterion seems to be more focused on methodology general to the services, could you please clarify which "work planning schedule" does EU-OSHA refer to?	Indeed you should not provide a specific work planning schedule for this criteria, but you should give example of a work planning schedule you use.
58	All	Could you please confirm if Annex XX should be included in our tender, and in which envelope / section?	The Annex XX is for your information. It will be needed only in case of award, when signing the contract.
59	All	We understand that the requested "description of firm's organisational structure" under "technical and professional capacity" (as requested in page 35) does not have a maximum number of pages / words. Please confirm that our understanding is correct.	Yes, we confirm. Please see our Frequent Asked Questions (FAQ) n°29, above
60	All	If the tenderer presents a project reference in which a part has been executed by a subcontractor, we understand that this subcontractor may present this part as a separate project reference to prove its technical capacity. Can you please confirm?	Yes, we confirm.
61	Lot 3	Regarding scenario 3 for Lot 3 "data visualization tools migration", we would like to know if the client has a Pentaho platform already installed and its version; if the answer is no, should tenderers take into account the installation and architecture/infrastructure tasks? In addition, which Pentaho version the client aims to implement? Could you please confirm it? Otherwise, please provide further clarification on this.	The project should include all the tasks, including the installation and architecture/infrastructure tasks. The Pentaho version is 6.0.1 CE.
62	All	In case of a consortium, is the financial identification form required only for the consortium leader or should it be provided by all the consortium members? Usually the form is to be provided only by the lead partner, however, as I was not able to find any additional information on this aspect in the TORs I would like to ask the Contracting Authority to clarify this aspect.	The consortium leader will have to provide the financial identification as 'main tenderer'.

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63	All	With regard to the information presented in Annex XVI - List of tools and, more specifically, to the tool described in paragraph 3.1 "Monitoring", could you tell us which is the name of the tool ? Is it a buy or make solution ? for what purpose of monitoring it is used for ?	For the moment we use an online tool called Monitis. It is an online solution. It is used for monitoring the availability and response time of our websites / web applications
64	All	What exactly do you mean by "financial statements" for, at most, the last 3 years for which accounts have been closed and concerning the services described in these tender specifications (section 5.2.6. of Tender specifications). Profit and loss accounts? Balance sheet? Or something special?	Both balance sheet or profit and loss accounts are acceptable, as long as they cover the last 3 closed years.
65	All	What exactly do you mean by a "declaration of a financial entity" where the tenderer has its account certifying the absence of payments problems or debts with the bank or third parties. Who can issue such a certificate? Our bank? State authority? Which one?	The financial entity were your company has its 'bank' account.
66	Lot 3	We would like to know which is/are the environment(s) OSHA has for the developments and also which is OSHA's current architecture. Could you please provide further details on these issues?	There is no EU-OSHA environments for development (the contractors manage their environments for development). At EU-OSHA we have 2 environments: staging (for tests) and production.
67	Lot 3	Concerning data migration, we need further information about the source and target of this data migration: 1) Which is the current data source used to display Esener-1 and Esener-2 graphs? E.g.: plain files, databases tables, etc. 2) ¿Is there any restriction/preference regarding the target system? E.g: database, DataMart in Pentaho, others.	1) The row data are in SPSS but could be exported in several formats (plain files, excel...). The current tool use a database (MySQL). 2) As written in the description of the scenario: "In accordance with EU-OSHA strategy, the data visualisation tool will be developed with Pentaho."

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68	All	<p>According to the tender specifications, in the section 3.9., it is specified that the "The tenderer must indicate clearly which parts of the work will be subcontracted".</p> <p>In which form should we indicate these parts and the % that the subcontractor would cover?</p> <p>We would subcontract some services inside the scope of Lot 2 that, according to our estimations, would be less than the 10% of the work to be done.</p>	<p>In the case that your subcontractor cover less than 10% you just need to state the tasks involved and the percentage.</p> <p>There is no need for more documentation.</p>
69	All	<p>We would subcontract services that we estimate would be less than the 10%. However, if during the execution of the FwC, the requests for offers of these services were more than those we foresee now, would it be possible to continue our subcontracting (beyond the 10%), once we seek and have EU-OSHA's prior written authorisation?</p>	<p>Yes, it will be possible, after prior authorisation from EU-OSHA.</p>
70	All	<p>We make reference to "Annex VI - Consortium Form – Lot xx": in case of Joint Offer from a Consortium of Providers, we understand that only one single Form (originally signed by all the consortium members) has to be submitted by the leader.</p> <p>Can you please confirm our understanding is correct?</p> <p>At the same time we also read in "Annex I.2- Checklist – Lot xx", 2nd table, that (among other documents) in case of consortium <u>each member</u> must provide:</p> <ul style="list-style-type: none"> <li>- Consortium Form in Annex VI completed, signed and dated</li> </ul> <p>So can you please clarify: in case of Consortium,</p> <ol style="list-style-type: none"> <li>1) each single member is required to individually submit its own signed version of "Annex VI - Consortium Form"?</li> <li>2) OR just the Leader has to submit one single Form (originally signed by all the consortium members) on behalf of the Consortium?</li> </ol>	<p>Both options are possible, the important thing is that each member of the consortium can declare and sign.</p>
71	Lot 3	<p>Are the Drupal websites in an On-premise or cloud deployment?</p>	<p>We have a contractor in charge of the Hosting.</p>
72	Lot 3	<p>Is the cloud (hosting) service included in the Lot.3 scope?</p>	<p>No, we have a contractor in charge of the Hosting.</p>
	Lot 3	<p>In relation to Debian Servers installation, could you provide information about the web server or the database server?</p>	<p>The majority of the internal tools servers use Apache as webserver and MySQL as database server.</p>
73	Lot 3	<p>In relation to EUOSHA Drupal websites, are the sites in the same installation (Drupal multisite) or each site is an unique installation?</p>	<p>Some sites use the same installation but some other ones have an unique installation.</p>

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FAQ	Lot	Questions	Answers
74	Lot 3	Is there any integration? for example with an users management system, the bulk mailing tools or any other system?	There is integration with LDAP (identification) and Listserv (mailing list).
75	Lot 3	One of the assessed criteria is " Quality of the architecture of the solution", does this criteria include just the technical architecture or does it also refers to information&content architecture, usability, web navigation, etc	For the lot3 it includes the technical architecture.
76	All	According to tender specifications, section 4.4 double envelope system, page 27/39, our understanding is that envelopes A1 and A2 must be submitted in 1 original + 1 electronic copy, whereas envelopes B and C must be submitted in 1 original + 2 copies + 1 electronic copy. Could you please confirm if our understanding is correct since in the invitation to tender, under clause 2 it states "you must submit your tender on paper, as one original, two paper copies and one electronic copy"?	The envelopes A1 and A2 should include 1 original paper and 1 electronic copy as mentioned in section 4.4.
77	Lot 3	Regarding scenario 1 for "development of a website" and scenario 3 for Lot 3 "data visualization tools migration", section 3.4 "timeframe" and section 5.3 "timeframe", respectively, "the timeframe for the whole project is 12 months". We would like to know if this is the total timeframe for development or if future support of 12 months is expected. Could you please confirm it? Otherwise, please provide further clarification on this.	The total timeframe for tasks described in the scenarios (lot 3) is 12 months.

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FAQ	Lot	Questions	Answers
78	All	<p>We make reference to documents Placement for Packaging/Tender Submission in case of Joint Offer from a Consortium of Providers with Subcontractors:</p> <p>With reference to the documents listed on the 2nd table of "Annex I.2- Checklist – Lot xx", which must be provided by each member in case of consortium, we understand that we only have to tick here the related boxes, and the documents have to be physically placed into the ENVELOPE A1 or ENVELOPE A2, depending on their compliance to the A1: Admin/Identification/Exclusion Criteria OR their compliance to A2: Selection Criteria.</p> <p>As well as for the documents listed on 3rd table of "Annex I.2- Checklist – Lot xx", which must be provided by each subcontractor in case of subcontracting of more than 10 % of the work, we also understand that we only have to tick here their related boxes, and the documents have to be physically placed into the same ENVELOPE A1 or ENVELOPE A2, depending on their compliance to ENVELOPE A1 (Administrative Part and supporting documentation) OR their compliance to ENVELOPE A2 (supporting documentation to Selection Criteria).</p> <p>Can you kindly confirm our understanding is correct? Or would you please further clarify.</p>	<p>As stated in the annex I.2, all documents related to consortium or subcontracting should be in the envelope A.2.</p>
79	All	<p>Should the overall budget and the budget breakdown requested in the Scenarios be included in the technical documents or should it be displayed only in the financial proposal (Annex 6: Financial proposal) as a matter of costs?</p>	<p>It is enough to include the overall budget and budget breakdown in the financial proposal.</p>
80	All	<p>In the case of a Consortium, should the description of the organisational structure be stated in different documents for each of the Consortium members or in the same document but indicating the annual manpower and the numbers of managerial staff separately for each of the Consortium's member companies?</p>	<p>Both options are possible.</p>

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81	All	Page 38 of the Tender Specifications addresses the formula for the final score using two factors 1) "quality score" and 2) "financial score". We have not found in the procurement documentation how these two factors are calculated (e.g. financial score = Lowest Price / Price of the tenderer). Could you please clarify how they are calculated?	The formula for quality score is the one stated at pages 29, 30 and 31 in each of tables of assessment (Total score). The financial formula is the usual one: - For lot 1: (cheapest price/price x 1000) - For Lot 2 & 3: (cheapest price/price x 2000)
82	All	With reference to Tender Specifications, section 4.1.2 Part A- Administrative part and supporting documentation- By lots , could you please clarify the following? For the supporting documents for the selection criteria (all documentation requested in sections 5.2.6) , is it necessary to include the administrative capacity supporting documents again in envelope A.2 (as indicated in page 35)? Or are these documents only to be included in envelope A1?	The administrative documents have to be included only in the envelope A1.
83	All	Annex XIX – Mapping of CVs has 30 rows available. If the team composition is formed by 15 people, our understanding is that these 15 people has to be provided in the Annex XIX, leaving the other 15 rows blank, with no names. Could you please confirm our understanding is correct?	Yes, it is correct.
84	All	- In case of Consortium, the 'Checklist (Annex I.1_common all lots)' has not to be submitted? - Apart from the 'Checklist (Annex I.1)' and the 'Financial Identification Form (Annex IV)' clearly understandable to be placed in Envelope A1, the following Administrative documents listed in Annex I.1 where? have also to be placed, in case of Consortium: in the Envelope A1 or Envelope A2?	The envelope A1 should include the documents of the main contractor or leader in case of consortium with the checklist I.1, when the A2 would include all other documents, including the other members of the consortium and the checklist I.2.  But the essential think is that we receive all the relevant documents (dispatched between A1 and A2 or all in A2)

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FAQ	Lot	Questions	Answers
85	All	Annex XIX – Mapping of CVs has 30 rows available. If the team composition is formed by 15 people, our understanding is that these 15 people has to be provided in the Annex XIX, leaving the other 15 rows blank, with no names. Could you please confirm our understanding is correct?	Yes, it is correct.
86	Lot 3	The question is related to Lot 3: with regard to the "multilingual coverage" component, the TORs (point 2.3.1 ) underline that "Most of the content is translated by the Translation Centre for the Bodies of the European Union". We therefore understand that text translation services for the texts (in existing or new websites) will not have to be foreseen by the service provider of Lot 3. Do you confirm?	We confirm your understanding.
87	Lot 3	Es una única herramienta para dar el servicio con distintos datos (2009/2014) ¿Es correcto?	Si, es correcto.
88	Lot 3	La migración de los datos está incluida, pero no la adquisición de nuevos datos, es decir no se plantea el desarrollo de herramientas para encuestas, ¿es correcto?	Si, es correcto.
89	Lot 3	Se desea realizar una migración única o varias migraciones incrementales?	Se plantea una migración única
90	Lot 3	Características del Pentaho ¿Qué versión se va a usar en el proyecto? En caso de tener licencia, ¿la OSHA se haría cargo de la licencia o correría a cargo del licitador y habría que incluir el coste en la licitación?	La versión de Pentaho a utilizar será la 6.0.1 CE. EU-OSHA se hará cargo de todas las licencias.
91	Lot 3	El número de informes a desarrollar serán los que aparecen en la Web, ¿es correcto?	Si, es correcto.

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FAQ	Lot	Questions	Answers
92	Lot 3	Página 36 de "Tender specifications - EUOSHA_2016_OP_F_SE_0004.pdf", se indica en la columna "Minimum value for at least one of the PARFs" el valor 250.000 € para el lote 3. Entendemos que lo que indica es que al menos un PARF debe de ser de un importe de al menos 250.000 €, independientemente de las categorías de la columna "Number of PARFs".	Si, es correcto.
93	Lot 3	Dentro de las mejoras tienen pensado evolucionar de Drupal 7 a Drupal 8	Si bien no se ha analizado hasta el momento dicha posibilidad, a lo largo de la duración del contrato, podría llevarse a cabo dicha actualización.
94	Lot 3	La maquetación y diseño gráfico no corre a cargo del licitador, el licitador únicamente debe acoplarlo a sus desarrollos, ¿es correcto?	Si, es correcto.
95	Lot 3	Carga de contenido al nuevo Website en Drupal. ¿A partir de que formato se cargarían los contenidos? ¿Se tendría que plantear la migración de contenido con algún módulo de Drupal?	Para el escenario 1 del lote 3, los contenidos se entregarían en formato Microsoft Word, siendo el licitador responsable de proponer el mejor método para la migración de los datos.
96	Lot 3	Entendemos que ya existe un profile de Drupal con algunos módulos y features que se podrán reutilizar. ¿es correcto?	EU-OSHA dispone ya de varios websites en Drupal, que podrán compartir recursos y módulos y features si se considerase adecuado.
97	Lot 3	Se va a utilizar algún sistema de proxy-cache?	En la actualidad los websites de EU-OSHA hacen uso de Nginx como proxy-cache.
98	Lot 3	El importe máximo anual de 700.000 € se aplica a la celda E38? ¿O la celda E38 es el importe a 4 años (2.800.000 €)?	Como se indica en el anexo X (fila 2), el importe es anual.
99	Lot 3	In relation to "Part C financial proposals" for Lot 3 which is the TOTAL that must not exceed as the maximum budget indicated in section 1.4 Estimated volume of these tender specifications. Is 750,000 € the maximum not to be exceed?	As indicated in the section 1.4 (lot 3), the maximum amount is 700,000 €.

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FAQ	Lot	Questions	Answers
100	Lot 1	<p>En el documento ANNEX XI.1 , punto 4 se define: 4.1 Definitions This section describes the metrics to be created according to their priority and the response and resolution time established by EU-OSHA to solve the issue.</p> <ul style="list-style-type: none"> <li>• Response time: the time from the notification of the incident to the helpdesk contractor to diagnosis and resolution of the problem.</li> <li>• Resolution time: the time from the notification of the incident to the helpdesk contractor to resolution and closure (deployed in Production).</li> </ul> <p>Es decir el concepto de resolución ( resolution ) se incluye como parte del Tiempo de Respuesta ( Response time ) y como parte del Tiempo de Resolución ( Resolution Time) Dado que hay mucha diferencia entre ambos parámetros (Response time y Resolution Time ) en la tabla de los SLA's propuestos, nos gustaría tener claro que se entiende por "resolution" en cada una de las fases de la intervención del HekpDesk Agent. Nosotros habitualmente usamos el concepto de Response Time como el tiempo que pasa entre la apertura del IPC y la respuesta inicial del HelpDesk Agent al usuario, sin implicar solución inmediata, y el Resolution Time el que pasa entre la apertura del IPC y su cierre definitivo por el soporte, previo a la confirmación del usuario.No sé si esa interpretación de los tiempos es correcta por nuestra parte</p>	<p>Le confirmamos que su interpretación es correcta.</p>



Last update: 30/11/2016 12:00

**Please note that:**

- a new version of the Annex III-IV as been uploaded on our procurement web page on 15/11/2016 (see FAQ 24).
- a typo has been identified in section "5.2.6 selection criteria (all lots)", page 36, for b) "a description and evidence of contracts or projects performed in the past 3 years, similar in scope,....". It should be read 5 years instead of 3 (see FAQs 30 and 31).

FAQ	Lot	Questions	Answers
101	Lot 3	<p>In Tender specification (point 2.3.1) you write "The technologies used by EU-OSHA are: Java for the development of applications (e.g. Pentaho for data visualisation tools)".</p> <p>But on the list of the existing websites and applications (ANNEX XV) there is only one application running on JAVA: ABM (Matrix)</p> <p>By tasks of Scenario 3 the Pentaho technology should be used for these applications:</p> <ul style="list-style-type: none"> <li>• ESENER1 (<a href="https://osha.europa.eu/en/surveys-and-statistics-osh/esener/2009">https://osha.europa.eu/en/surveys-and-statistics-osh/esener/2009</a>);</li> <li>• ESENER2 (<a href="https://osha.europa.eu/en/surveys-and-statistics-osh/esener/2014">https://osha.europa.eu/en/surveys-and-statistics-osh/esener/2014</a>).</li> </ul> <p>But in the ANNEX XV these two applications are programmed in "language R" (not JAVA or Drupal).</p> <p>We are little bit confused. Thank you very much for your explanation.</p>	<p>We have several Data visualisation Tools in development. The first one will be on-line this month. These tools use Pentaho but are not yet published that's why they are not on the list of existing websites and application</p>