

**Open Tender Procedure Clarifications No. 2**  
**European Banking Authority Procurement Procedure: Website Services**  
**EBA/2016/02/COMM/SER/OP**  
**Date: 27<sup>th</sup> May 2016**

No.	QUESTION	EBA ANSWER
1	Is the requirement to utilize specific Liferay version (6.1.1. GA2) strict or we can propose different Liferay portal version satisfying the requirements?	The minimum requirement in terms of versions is LIFERAY 6.1.1 CE. Any higher versions of LIFERAY may be offered, provided the contractor can guarantee the full compatibility of the current EBA website.
2	According to the SLA section of the tender documentation, you require maximum response time 5s. Where is this time measured? Is it the platform response on the layer of application server (eventually web server)?	Our requirement for the SLA is based on a user experience of the website, which is 5 seconds. Please refer to Section 4.b2 (Service Level Agreement and Performance of the Services) of the Terms of Reference.
3	The tender documentation specifies a list of modifications and new functionalities to be delivered. Should those be ready after 7 weeks since the inception of the project?	No. Assuming you are referring to the Section 3.E Enhancements (Description of the Services), any enhancements that the EBA may require will be carried out on a case by case basis and through individual contracts or purchase orders for the whole duration of the contract and on the basis of the specific implementation time, cost and scope of the new enhancements.
4	Can you please further elaborate specified KPIs and the application of 5% in the monthly service fees?	The KPIs are set on the basis of the requirements in the SLA (please refer to section 4.B of the Terms of Reference – Quality of Service). These define the type of performance expected in relation to the requirements in the SLA. If these KPIs are not respected the contractor will be contractually bound to accept a reduction of 5% in its fees, applicable as of the following month.

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5	Can you please elaborate on the following statement in the section 4 of the Annex 1: “A request must be implemented during 24 hours plus the time which is needed for the resolution of a fix or development of an enhancement”. Does this statement cover only resolution of the bugs and issues?	The 24 hours implementation delay is applicable to anything that is not covered within a specific contract or a specific purchase order (such as the enhancement activities described above) and is hence to be considered under section 4.b.5 (Service Level Agreement and Performance of the Services).
6	Can you please elaborate on the following statement in the section 4 of the Annex 1: 99.8% in major deliverables/releases should be bug free. How are you going to measure the level of bugs?	99.8% is an indicative figure which aims to ensure that all releases are implemented bug-free. For each enhancement, the contractor will produce an implementation plan and will have to ensure that all pending issues are closed before production. This condition will allow the release to be considered bug free. Whereas if any issues cannot be closed before production, then a resolution plan will be required, indicating when these remaining issues will be resolved.
7	Is it possible to use different components than those specified, e.g. different full-text search engine, different database etc.?	The minimum requirement in terms of versions is LIFERAY 6.1.1 CE. Any higher versions of LIFERAY may be offered, provided the contractor can guarantee the full compatibility of the current EBA website.
8	Is it possible to use a software load balancer instead of the HW one?	As long as the services are provided in line with the requirements, tenderers can propose a software or HW load balancer, provided they can guarantee the full compatibility of the current EBA website and services.
9	Do you require us to use Liferay Plugin SDK to base new functionalities on or other portlet framework can be used?	As long as the services are provided in line with the requirements, tenderers can propose any Liferay plugin, provided they can guarantee the full compatibility of the current EBA website and services.
10	Can you please specify a current HW configurations powering the solution (not the virtualized one, but physical) and is the current solution performing according to your requirements?	It is the tenderers’ responsibility to host the specified VMs in the premises of their choice, provided they can guarantee the full compatibility of the current EBA website and services.

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11	Can you please specify how are you going to assign percentage points to the subcriterion 1, SLA? Are the requirements specified in the tender documentation (99.8% availability, no more than 1 major issue etc.) minimum and strictly required? According to the score definition, specifying the minimum KPI should match with the 80% score (as it fully addresses the criterion), is this assumption correct?	Yes, the requirements specified in the tender documentation are minimum and strictly required. Whereas the assumption in your second question is not correct. The KPI of 99.8% is based on 24/7 service availability on a monthly basis. The service credit payable will be applied on a monthly basis and is 5% of the total monthly hosting and maintenance service fee for each percentage point below the target availability mentioned above. This service credit payable will be applied on the following month.
12	In accordance to national registration and Procedures, our audited accounts for 2015 will be published in the middle of June. We assume that preliminary (unaudited) versions of 2015 accounts should be ad equated as proof of our financial capacity of 2015. Could you please confirm.	For 2015, if audited accounts are not available yet, you may submit your unaudited accounts which must include overall turnover, profit and loss, cash flow position, and an end period balance sheet.
13	We assume that signed declaration of average annual turnover by the Tender's specification combined with auditees accounts are sufficient evidence of this requirement.	The reference to tenderer's average annual turnover in Section B.6.2.1 of the Tender Specifications refers to turnover concerning website hosting, maintenance and enhancement services. Tenderers may provide a signed declaration of average annual turnover for website hosting, maintenance and enhancement services for the requested period together with the audited accounts.
14	Can you please describe if and how Liferay has been customized in the core	All the codes of Liferay will be provided during the transition phase. For more detail, please refer to Section 3.b (Website Transfer from Present/to Future Contractor) of the Terms of Reference.
15	Regarding the infrastructure of Liferay deployment, do you have any concern, constraints or show stoppers if the system is hosted on Amazon cloud computing services?	Tenderers can propose to implement the requested services in their data centre or in the cloud. In any case tenderers must respect the European InfoSec polices mentioned in annexes 4,5,6,7 and 8. Also, the cloud data centre shall be physically located in the EU.

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16	Regarding the Deployment diagram on section 5. of Annex I Architecture Document, can we suggest a different deployment diagram we expect to better suit the requirements?	Tenderers can suggest a different deployment, provided they can guarantee the full compatibility of the current EBA website and guarantee the high availability of the platform.
17	Is it possible to take in charge the actual infrastructure providing the professional services on the same platform solution?	Please refer to the Terms of Reference. The future contractor needs to procure, set up and maintain the current EBA website. There is no possibility of re-using the servers/infrastructure from the existing to the future vendor.
18	Has the platform to be certified in conformity to any recommendation?	Tenderers are welcome to propose specific certifications, although no minimum requirement is expected.
19	Can the actual installation be backed-up and restored as it is?	Yes.
20	Does the tender have to include the software development of the functional requirements described in the “02. Tender Specifications” document (or any other)?	Assuming you are referring to the existing functionalities of the EBA website, as described in the “02. Tender Specifications” document, these will not need to be redeveloped.
21	Does the actual platform reflect the full requirement perimeter described in the stated Functional Requirement List?	Yes.
22	During the contract period, does EBA foresee to develop new functionalities on top of the Enhancements that could include work to improve navigation and information research as stated in “03. Annex I Terms of Reference”? Can we consider these will be automatically assigned to the Contractor of this procedure?	Enhancements do include new functionalities. Please refer to Section 3 E of the Terms of Reference which details how the implementation of the enhancements is expected. It is foreseen that any enhancements within the scope of the enhancement services defined in the Terms of Reference that the EBA may require will be requested through individual specific contracts or specific purchase orders, all with the awarded Contractor and for the entire duration of the contract, but they will be subject to (a) agreement on implementation time, cost and scope (b) the terms and conditions of the framework contract.

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23	Can the price revision logic mentioned at II.20 PRICE REVISION paragraph of the document “13. Annex XI Framework Contract” be discussed?	No, this is the price revision logic that the EBA has decided to apply.
24	Liferay and Solr nodes: what are the exact values for CPU and RAM?	Please refer to section C Description of the EBA Website of the Terms of Reference (page 2 and 3), as well as section 5 of the Annex 1 SYSTEM ARCHITECTURE DOCUMENT.
25	Liferay and Solr nodes: what is the size of the disk(s)?	Please refer to section C Description of the EBA Website of the Terms of Reference (page 2 and 3), as well as section 5 of the Annex 1 SYSTEM ARCHITECTURE DOCUMENT.
26	Concerning the NFS share document library, what is the size of the disk?	Please refer to section C Description of the EBA Website of the Terms of Reference (page 2 and 3), as well as section 5 of the Annex 1 SYSTEM ARCHITECTURE DOCUMENT.
27	Concerning Apache nodes, what are the software and hardware characteristics?	Please refer to section C Description of the EBA Website of the Terms of Reference (page 2 and 3), as well as section 5 of the Annex 1 SYSTEM ARCHITECTURE DOCUMENT.
28	What is the PostgreSQL version?	Please refer to section C Description of the EBA Website of the Terms of Reference (page 2 and 3), as well as section 5 of the Annex 1 SYSTEM ARCHITECTURE DOCUMENT.
29	What is the maximum level of confidentiality on the data stored in the system and what is the actual process to carry out and mitigate the risk of data leakage. Is there regulation/policy show stoppers and constraints regarding the hosting of the infrastructure on Amazon Web Services Ireland or Germany?	We can confirm that the tenderer can implement the requested services in its data centre or in the cloud. In any case the tenderer must respect the European InfoSec policies mentioned in annexes 4,5,6,7 and 8. Also, the cloud data centre shall be physically located in the EU.
30	The test and development environments could be considered without redundancy and with some functionality on the same server?	Tenderers are welcome to propose redundancy on the test system, although no minimum requirement is expected.

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31	The test, development and pre-production environment must be always available or only for example during working hours?	Tenderers are welcome to propose different availability on the development and pre-production environment, although no minimum requirement is expected.
32	The pre-production environment could be considered the exact replica of the production environment, but with lower hardware characteristics?	Tenderers are welcome to propose the exact replica of the production environment, although no minimum requirement is expected.
33	The DNS eba.europa.eu has a redirection to www.eba.europa.eu. Is this configured by the DNS registrar?	No, both names www.eba.europa.eu and eba.europa.eu point to the host provider address. The DNS entry is maintained by the EBA/EU.
34	There are other DNS? The HTTPS is enabled for all DNS?	Yes, the HTTPS is enabled on all environments.
35	The development, test and pre-production environments must be accessible from Internet? There are dedicated DNS and HTTPS certificates?	Yes, the HTTPS is enabled on all environments.
36	The platform requires some external services accessible only through a VPN connection?	Tenderers are welcome to propose that some external services are accessible only through a VPN, although no minimum requirement is expected.

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40	Tender Specifications, section B.6.2.2., page 14, (point b): “(iii) an IT Project Manager with at least seven (7) years of experience in IT which must include at least five (5) years as a Project Manager and at least three (3) years in web implementation projects”. We understand that the Project Manager should demonstrate three (3) years in management of web implementation projects. Please confirm.	Yes, it is 3 years in management of web implementation projects.
41	Tender Specifications, section B.6.2.2., page 14, (point b): “The tenderer must have at least six (6) staff” and Tender Specifications, section B.6.2.2., page 14, (bullet): “The tenderer must provide a description of its size, organisational structure, human resources and the CVs of the abovementioned six (6) staff”. a) Could you please clarify if we can provide more than six CVs? b) If yes, could you please clarify if there is a maximum number of CVs?	<p>a) Yes</p> <p>b) No maximum number but six (6) staff in accordance with the profiles described in Section B 6.2.2 of the Tender Specifications (page 14) is the requirement.</p>

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42	<p>Tender Specifications, section A.3, page 6: “An economic operator who has been awarded the contract is referred to as the ‘contractor’.” And Tender Specifications, section B.6.2.2., page 14, (bullet): “The tenderer must provide a description of its size, organisational structure, human resources and the CVs of the abovementioned six (6) staff”, Annex I Terms of Reference, A. Website Transfer from Present/to Future Contractor, pages 7-9. According to the Tender Specifications the term ‘Contractor’ refers to the entity that will be awarded the contract of the current tender. In Annex I the following terms are used:</p> <p>‘present contractor’ is used (the contractor delivering currently services with respect to the website),</p> <p>‘future contractor’, the contractor that will succeed the ‘contractor’, i.e. the one that will deliver services with respect to the website when the new contract (EBA/2016/02/COMM/SER/OP) terminates (in the year 2020 at the latest)</p> <p>‘new contractor’, presumably the ‘Contractor’ in the sense of the Tender Specifications.</p> <p>Our impression is that while the term ‘future contractor’ is used on page 8 as in the above interpretation, the same term is used in place of ‘Contractor’ on page 9 (point 4.c).</p> <p>In addition, on top of page 9 the numbering starts again from 1, so our impression is that a title is missing.</p> <p>Please confirm our understanding and provide clarifications or corrections where appropriate.</p>	<p>Just to clarify, present contractor refers to the present supplier of web services to the EBA. Future and new contractor refers to the tenderer which will win the present tender and will become the new contractor.</p> <p>On page 8 point 4.c refers indeed to the future contractor, i.e. the one which will be awarded this tender.</p> <p>On page 9 no heading is missing, it is on the last line of page 8.</p> <p>Please also refer to Corrigendum 1.</p>



