Questions & Answers – PQD

Stakeholders Relationship Management Tool - Ref. No. CFO/16/SRMT/LC/202

Question n°1	You mention that any change in the consortium setup should be immediately notified to ESM who would decide to accept it or not via a written consent. Do we understand correctly that, if when receiving the RfP, or when a change request occurs during the project, we could propose a change in the setup in the best interest of ESM? (Eventually extend to additional 3rd party SME or onboard additional profiles that where not in the initial setup?) (page 10)
Answer n°1	Any changes to the set-up of a consortium need to be notified and agreed by the ESM, whether during the procurement process or later during the contract execution. As we will be signing a publicly awarded contract any changes to the identity of the selected candidate need to be assessed whether they are compatible with the requirements of the ESM Procurement Policy. In some cases, they may be compatible, in others not even if in the selected candidate's view such changes may benefit the ESM. If your intention is to involve additional third parties in your PQD application or RFP proposal (as a consortium member or subcontractor), you should disclose this and follow the instructions in section 3.5 of the PQD. If your intention is to involve additional third parties during the contract execution as subcontractors, the ESM will need to agree to this in writing.
Question n°2	Are there any preferred levels for: • Response time • Resolution time Local or remote intervention? (considering a cloud-based solution) (page 22)
Answer n°2	For resolution time, we would expect between 8 to 24 business hours, depending on severity and availability of backup reports.
Question n°3	Is there any preferred tool for managing and monitoring the incidents? Would we directly work with ESM ticketing tools? (If yes, which one?) (page 23)
Answer n°3	We believe that you prefer your own ticket managing tool in order to manage all your customers through one interface. Should this not be the case, we are happy to offer you access to the ESM's ServiceNow.
Question n°4	Should the license provider be part of the proposed setup? Or will ESM purchase licenses via its preferred reseller? (based on recommendations we would make)
Answer n°4	The licence must be part of the technical and financial proposal. This shall include the Candidate's proposal on how to contract the license. At the contracting stage the ESM will determine, in its sole discretion, whether licences will be contracted as proposed by the preferred Candidate or via ESM's existing agreements

Question n°5	• **Interactive demo / Sandbox:**
	    ○ Could you please detail your expectations in terms of format and timeline for the interactive demo?
	    ○ Should we organise demo session to present the use cases built on the platform? If yes, when would these sessions be scheduled?
	    ○ Do you need user guide / videos to provide explanations about the demo?

Answer n°5	Further details concerning DEMO presentations will be communicated to the shortlisted candidates following the PQD assessment. At this stage you are required to confirm that in case you are invited to the presentation you would be able to present a DEMO and demonstrate the interactive tool user friendliness (e.g. via sandbox). The presentation most likely will take place in June 2022.
Question n°6	• **Solution / technology:** ○ Do you have a middleware solution in place that could/should be leverage for the system integration?
Answer n°6	We do not have a middleware solution in place for this line for service and we do not intend to use middleware.

Question n°7	• **Requirements:**
	    ○ What is the volume of institutional stakeholders you partner with?
	    ○ Do you have specific requirements in terms of security?
	    ○ Do you have specific requirements in terms of backup (e.g. Recovery Time, Recovery points, Backup frequency)?

Answer n°7	As a rough estimate, we can indicate that at this stage we partner with about 50 institutional stakeholders. The number may grow gradually overtime. We do not have specific security requirements, but the ESM is very keen on high security standards and convenience. A Single Sign On is advisable. For Backups, we are of the opinion that automatically generated reports should cover most needs. It is not intended to provide you details on how you need to back up your service.
Question n°8	The following high-level use cases shall be covered in the pre-selection phase via interactive DEMO and/or user "touch and feel experience" via provider's sandbox environment **Does this mean that between now and 9/5 we should give a demo showing the 5 use cases you have described?** If this is indeed the case we need to evaluate if we can free up a team that is able to deliver a demo in such a short notice yes or no
Answer n°8	See the Answer n°5