

Questions & Answers 2– PQD Provision of Website Development, Maintenance and Support COM/09/WS/MC/22

Question n°1	P3: Two annexes (1 and 2) are mentioned, but there is another doc with annexes 2 and 3. Which ones are to be filled and returned?
Answer n°1	<p>Annex 1 is included in the main body of the PQD document. It is the Terms of reference. Annex and 2 and 3 are attached in one Word document.</p> <p>Annex 2 has two documents to fill out, these are the eligibility criteria and must be completed by all Candidates:</p> <ul style="list-style-type: none"> • Declaration on eligibility • Non collusion declaration <p>Annex 3 has other forms to fill out:</p> <ul style="list-style-type: none"> • Cover certification form to be filled out by all candidates • Consortium declaration to be filled out only if applicable • Subcontractor commitment letter to be filled out only if applicable
Question n°2	P6: Just for confirmation: If the applicant is a single candidate (no Consortium) - Would the Consortium declaration Annex 3.3.2 Still applicable (filled in)?
Answer n°2	<p>Depending on the set up of the Candidate, please see section 3.5 of the PQD, you may or may not need to fill out the Consortium declaration and/or Subcontractor commitment letter.</p> <p>If the Candidate is not relying on any other party, then these forms don't need to be submitted.</p>
Question n°3	P10: Please would you clarify what it would be considered "Significant Role" for a Contractor? How would it be measured?
Answer n°3	A Key Subcontractor will play a significant role in <u>delivering</u> the services. Candidates are best placed to assess which subcontractors will have a significant role based on the tasks and the volume/proportion of the services you will subcontractor. If in doubt, you should consider a subcontractor to be key and fill out the relevant documents.
Question n°4	P23: Re: Evidences for selection Criteria: Has the self-attestations need to be signed by a representative or have any other specific confirmation?
Answer n°4	The self-attestation needs to be signed by a person authorised to represent the Candidate.
Question n°5	Annex Selection criteria: To address items/questions and evidence: Do they need to be on 'individual documents' per criteria or is it acceptable to combine document(s) per "Criteria blocks" using the relevant named and numbered structure?
Answer n°5	You can combine documents so long as you clearly explain which criteria you respond to.
Question n°6	Annex Selection criteria: Evidence on past revenue per year: Would it be sufficient detail to provide total amount per year broken-down by client (or anonymous client)? If not, What further detail would be needed?
Answer n°6	Please provide the Candidate's revenue for 2021 and 2020. We do not need to see revenue per client but the Candidate's overall revenue.
Question n°7	General: Preferred format for evidence delivery; eg: word, ppt, pdf...
Answer n°7	PDF, please see section 2.5 of the PQD.
Question n°8	General: Would a ZIP file (containing all deliverables documents) be acceptable?
Answer n°8	Yes.
Question n°9	Annex Selection criteria: Just for double checking: When referring "The Candidate must have previous experience of building a Drupal stack involving more than one server

	hosted by a client" by "a client" Do you refer a hosting services provider (ie: AWS, Aquia, Pantheon or similar)?
Answer n°9	Yes, that is right.
Question n°10	<p>Would it be possible to have access to the codebase of the https://www.esm.europa.eu/ website? We have some tech questions to have an understanding of the current website status.</p> <ul style="list-style-type: none"> ○ What is the current website update status? Are modules and Drupal core up to date? ○ Does the website built on a composer? ○ How are patches managed? Is there any documentation on it?
Answer n°10	We will not give out the codebase of the whole website. It is mainly built on Drupal core + contrib modules with a few custom modules. The website provider is responsible for the workflow from change request or defect to deployment in live. Common tools such as gitlab, composer etc are used.
Question n°11	Are there any external integrations, for example: login using LDAP/AD, socials, media hosting?
Answer n°11	There are web services to a third party in order to send out newsletters by email. Subscription is managed by this third party, while the email body is sent and triggered by Drupal upon publishing the node. Configuration allows for test emails being sent to one recipient, custom list or to a subscription list. There is however no LDAP, SSO integration, nor is there any intranet for logged in users. Only editors and admins login. No integration with LinkedIn, Twitter or Youtube. Youtube videos are embedded.
Question n°12	Is there any documentation, description, design of a site functionality?
Answer n°12	There is a user guide for the editors. There is also basic documentation of the current setup.
Question n°13	What is the final list of browsers (and their minimal versions), PC/mobile resolutions that need to be supported?
Answer n°13	Chromium based browsers and Safari. No IE 11 and older necessary.
Question n°14	Would it be possible to move the project to our repository? We have invested a lot in certain automation tools that make the process more or less simple and straightforward. Those tools are GitHub-specific, so repo must be on our GitHub account.
Answer n°14	Yes that is possible.
Question n°15	"The provider will provide an emergency contact for urgent Support Services requests." - what are the requirements to response time for urgent Support Services requests?
Answer n°15	15 minutes maximum