

Questions and answers

Last updated on 09/05/2023

Procurement:

Procedure for hiring an external Contractor to scope, develop, deploy, host and maintain a learning management system

In this document, Interact answers the questions received about this tender. Questions should be sent by email to Eva Martínez Orosa (eva.martinez@interact-eu.net). Questions received prior to the deadline for submission of tenders and the respective answers will be published on Interact's website in the tender section. These will be regularly updated when new questions are submitted.

Question 1

Question: *Should we only look at the set of files related to Expert in Learning Management Systems?*

Answer: Yes, all documents relevant to this tender are available in the following link with the title "Expert in Learning Management Systems": <https://www.interact-eu.net/#o=jobs-tenders>

Question 2

Question: *Am I right in my understanding that the deadline for Proposal submission is May 11th, 2023?*

Answer: Yes, the deadline for bidders to submit proposals is 11/05/2023 (at noon, CET).

Question 3

Question: *Can we sign an NDA to be able to exchange all the information necessary for the project?*

Answer: The Contracting Authority will not be signing a separate NDA (non-disclosure agreement). However, all tenders will be treated in confidence to the widest extent possible, except where the Contracting Authority is obliged by law to disclose certain information to third parties. Tenderers should be aware that all documents under this procurement procedure, including all tenders submitted, are subject to the Danish legislation on access to public files. When assessing any granting of public access, it will be taken into consideration, however, if the corporation submitting the tender has requested that the tender be treated in confidence, specifying the relevant confidential information/elements of the tender. If the tenderer prefers to have specific information or elements of the tender excluded from public access, out of

commercial considerations, the tenderer is encouraged to identify such information/elements in the tender. In any event, however, the Contracting Authority will be entitled and obliged to grant access to files if so ordered by law. The Contracting Authority will confer with the tenderer, if possible, where a request for access to files is submitted to the Contracting Authority, before making its decision as to which parts of the tender may be excluded from such public access.

Question 4

Question:

Is the 160.000 EUR the total max for the entire period or is it possible that there will be additional funding if adjustments are needed?

Answer:

Yes, it is possible that there will be additional funding over time if adjustments are needed, however the **currently available budget for all 4 phases is 160 000 EUR**. As indicated in the Terms of Reference document, "Interact has calculated on spending a **maximum** amount of **EUR 160 000** (excluding VAT) **for all 4 phases** of the project:

Phase 1: Discovery and solution design. Interact has calculated that this phase will take approximately 100 hours of work.

Phase 2: Development and deployment.

Phase 3: Operations and maintenance, including hosting and small developments needed in the platform until 2029.

Phase 4: Closure.

Question 5

Question: *Is it correctly understood that it is an online "course bank" where "students can take a variety of courses and in the end get a diploma?"*

Answer: The tool to be built in the framework of this contract is an online learning management system that should indeed contain a variety of courses. The tool should generate a certificate (diploma) to those having successfully completed any of those courses. The courses can be what we call a "training programme", which includes several different components. A training programme can include, for example, live trainings (online or physical), self-pace training courses, etc. The courses can also be only self-paced online courses.

Question 6

Question: *Technical solution: We realise this is also part of the discovery phase described in your tender, but could you provide an indication on how much the current solution covers the desired features described in Annex 2? This would affect also what other LMS options we will include in our submission as well as the development phases/timeline.*

Answer: Such analysis is indeed part of the tasks to be done during Discovery phase.

Question 7

Question: *Is it possible to share any limitations found in the current technical solution (which is based on WordPress from what we understand)?*

Answer: As mentioned in the previous question, this is an analysis to be made during Discovery phase.

Question 8

Question: *Hosting / server capacity support: It is mentioned that 5000 students will have access to the system. Is there an estimate on the number of concurrent users, as well as to the disk space needs of the platform? This would be helpful to determine the server requirements and hardware architecture for this project.*

Answer: We estimate that there will be around 175 concurrent users on the system. Please, note that this is an estimation based on future plans, so the actual figure may be different.

Question 9

Question: *Hosting/finances: since it is mentioned that the platform will open in September and hosting is to be provide by 2029, is it correct to expect that the final financial offer will include a cost for hosting and maintenance for approximately a 6-year period (September 2023 - End of 2029)?*

Answer: Yes, this contract needs to cover the cost of maintenance of the site from publication date (scheduled for September 2023) until the end of 2029.

Question 10

Question: *If a new platform is to be used (instead of making improvements on the current system) Is there a need to migrate existing data? If yes, can you provide an indication on the size of the task (numbers of courses, users, any other details)? This would need to be taken into account in the timeline estimation for the project.*

Answer: We estimate that little or no data will have to have to be migrated from the current system.

Question 11

Question: *The instructions are to provide a cost for Phase 1 and a cost per hour. Is the final financial offer phases 2-4 to be part of another tender procedure?*

Answer: All phases of the assignment (from 1 to 4) are part of this tender procedure.

Question 12

Question: *Support and Maintenance. There is a requirement for support and maintenance services for 6 years. Based on our preliminary calculations it may cost more than a half of your allocated budget. To optimize the budget, we would like to propose the following mixed approach:*

- a. Monthly support and maintenance services for the first year (6-12 months, for example)
- b. 3-4 months per year for the next years to apply minor changes, deploy security fixes and so on.

We find this approach more economical. Will you consider this option?

Answer: The Contractor will have to comply with the requirements included in "Annex 1: Detailed list of requirements", which indicates, in page 13:

"3.2 The Contractor will be responsible for the platform's general

maintenance and support, which shall cover at least:

- Monthly reporting of the status regarding ticketing
- system and analytics/tracking of KPIs
- Up-time
- Ongoing bug-fix.
- Response time on support
- Response time on bug-fixing
- Obligation to release updates regularly in order to
- keep the system stable and secure.
- Maintenance window (planned down-time to deploy
- new releases). "

Question 13

Question: *Taking into account the longevity of the Support & Maintenance period, can we assume that the cost may be indexed based on an inflation rate (TBD specific rate to use)?*

Answer: The Terms of Reference do not include the possibility for the contractor to indexate the cost based on an inflation rate.

Question 14

Question: *Hosting Services. Documents mention that selected vendor should offer hosting services. Our company, being Amazon Web Services and Microsoft Azure partners, deploys and manages as a part of support and maintenance services hosting infrastructure of our clients in various geographical regions, but does not offer hosting services. It means that our clients pay hosting fees directly to the hosting provider. Is it fine for you?*

Answer: Hosting is part of this tender and it will be part of the contract so it can only be paid to the Contractor that will win the tendering process.

Question 15

Question: *Discovery phase. Discovery phase in provided documents is estimated as 100hrs. Based on assets our team should provide as result of the discovery phase, we see that it will require 2-3 x more efforts. Would you like to expand the discovery phase or stick to the 100hrs? If the latter, within 100 hrs we can provide only limited amount of assets required to start the development and the rest to be elaborated and provided during the development phase. Do you accept this approach?*

Answer: The amount of hours indicated in the Terms of Reference are meant to provide an indication of what Interact intends to invest in this phase, compared to the other phases of the project. Bidders should stay as close as possible to it while providing the assets indicated in "Annex 1: Detailed list of requirements".