

Procedure for hiring an external contractor to develop, operate and maintain the new www.interreg.eu website

Call for tenders

Questions and answers

This document contains the questions received from interested tenderers, and their relevant answers.

- Question: I have seen your RFC for the new website and saw this: "For orientation, Interact expects the total amount paid on this contract to be less than EUR 200 000 (excluding VAT). This amount is expected to cover release 1 and 2 of the website, as well as Operations and Maintenance and Customer training until 31 December 2029." Is it correct that the total budget for the new website is less than EUR 200.000, including Operations and Maintenance and Customer training until 31 December 2029?
Answer: Yes, the amount mentioned in the Terms of Reference is correct.
- Question: Are all the prices revised upwards or downwards each year in accordance with the HICP after the first year of contract or shall they be all kept fixed and firm until December the 31st, 2029?
Answer: The prices remain the same throughout the contractual period.
- Question: We submit our proposal as a Danish sudsideray with a European HQ. Both with unique CVR/TIN. We use resources from both. Shall we in annex B submit both entities?
Answer: Yes, if you plan to use resources from both.
- Question: Do you need an ESPD, and if yes to above, do you need for both companies?
Answer: No, we don't need ESPD.
- Question: Are you open to a face-to-face meeting to better align the efforts before the submittal date in May?
Answer: This is not possible before the award of the contract.
- Question: Shall the resolution time specified in the "Operations and Maintenance Section" of Annex 1 "Requirement Specification" – Requirement 4.10 for:

Error type A ("critical error"), which shall not exceed 24 hours, and
Error type B, ("serious error"), which shall not exceed 24 hours

be calculated as business hours (e.g., from 09:00 to 17:00 Danish time from Monday to Friday), or continuous (24h = 1 calendar day), with no distinction between business hours and outside of business hours. For the Error type C ("less serious error") the resolution time is specified in "working days".

Answer: The 24h refer to calendar days.

- Question: The Requirement 4.2 states that "The Supplier will host the new website in its own server and ensure the website is in top condition for the duration of the contract. For this, the Supplier will provide regular software updates (preventive, adaptive, corrective and perfective), security maintenance, performance optimization and server maintenance." Therefore, it seems that the price for the "Right to use the server" is used together with the one for "Operation and Maintenance" in the formula to calculate the "expected cost of the Contract". Is this assumption correct? If yes, in which way the prices are combined and used?

Answer: The assumption is not correct. The price for the use of the server is not part of the evaluation.

- Question: The price for Support seems to include only the Training and Support Activities (Requirements 5.1 to 5.3). Is this assumption correct?

Answer: Yes, that is correct.

- Question: It seems that the "IT Consultants hourly rates" are not used in the evaluation procedure. Is this assumption correct?

Answer: The overall economic consequences sub-criterion (the expected cost of the Contract) will be evaluated based on the prices quoted in Annex 3 Prices of the Contract excluding VAT, and will be the sum of:

- The price of Release 1 & 2 (excluding VAT). Please, note that this price must include all costs required for the development of releases 1 and 2, including staff hourly rates.

- The price of Operations and Maintenance for 5 years (offered price * 12 * 5) (excluding VAT)

- The price of Support for 5 years (offered price * 12 * 5) (excluding VAT)

- Additionally, IT Consultants hourly rates are also required to be included in Article 4. IT Consultants hourly rates so as to calculate the cost of additional work beyond release 2 of the website. The hours necessary to deliver Releases 1 & 2 are included in the cost of Releases 1 & 2, however the hourly costs of further development are not included in the evaluation, because we do not know if they will become relevant.

- Question: Our company has gained valuable experiences within the world of Interreg by previously completing the project: "Strategic digital communication of Interreg". The deliverables included: Qualitative & quantitative insights; Communication Strategy; Governance Model; Content recommendations; Solution Design; Social media recommendations. We kindly are looking to understand if we are deemed eligible to bid for the new call (Call to develop, host and maintain a new Interreg.eu website).

Answer: Yes, you are eligible for the present call.

- Question: In regards to migration of existing content (Requirement 0.6), can you provide any details on the current CMS used and what is to be expected to be provided in terms of access and documentation of the current setup?

Answer: The current website runs on a WordPress CMS. We will provide the supplier with a package of the whole site, that they can install on their local host machine.

- Question: In Requirement 0.18, it is asked that part of the offer will include "a mock-up of an inner page for the "News & Stories" section". The mock-up is already provided in the Solution Design document, in pages 33 and 118. Is it a correct assumption that no further design output is needed but rather the mentioned "explanation of how the UX elements included in it help engaging a user who is a policy maker and who is trying to understand the impact of Interreg projects on the territory and its citizens."? Or are you looking for suggestions that would serve as an example of the work to be done during the "Discovery phase"?

Answer: Requirement 0.18 indicates: "Tenderers shall include in their offers as a chapter in the Methodology Plan, a mock-up of an inner page for the "News & Stories" section, with an explanation of how the UX elements included in it help engaging a user who is a policy maker and who is trying to understand the impact of Interreg projects on the territory and its citizens. In the evaluation, emphasis will be on how well the proposal demonstrates a good understanding of the user needs outlined in Annex 6". So, tenderers are required to provide a mock-up and an explanation. The mock up submitted by the tenderer should improve and not just replicate the materials already provided in the tender materials.