

ADDITIONAL INFORMATION IN RELATION TO THE CALL FOR TENDER 2016/S 055-092181
"REDESIGN THE ESPON WEBSITE"

The present document, version 26 April, includes the following additional information from the Contracting Authority for requests received on:

Info Request #	Reception date of information requests:	Subject of information requests:
# 1	18/03/2016	Maximum available budget
# 2	04/04/2016	Documentation in English language
# 3	04/04/2016	Previously issued clarifications
# 4	04/04/2016	Data migration
# 5	04/04/2016	Hosting requirements
# 6	04/04/2016	Functional tools in the website
# 7	04/04/2016	Website future development
# 8	04/04/2016	Integration with CMS
# 9	04/04/2016	Selection of CMS
# 10	04/04/2016	Linguistic ability
# 11	04/04/2016	Payment terms
# 12	04/04/2016	VAT declaration statement
# 13	19/04/2016	Bank statement/declaration
# 14	20/04/2016	Eligibility
# 15	21/04/2016	Presentation of design on the web
# 16	21/04/2016	Financial identification form
# 17	21/04/2016	Copy of full audited accounts or balance sheet/profit and loss statements
# 18	22/04/2016	Bank statement / professional insurance
# 19	22/04/2016	References to Section 1.6 of the ToR
# 20	22/04/2016	Live chat module
# 21	22/04/2016	Virtual Learning environment
# 22	22/04/2016	ESPON toolbox markup
# 23	22/04/2016	Focus group

Questions and answers are detailed in sections below.

NB: the present information has been sent by email to all applicants having requested the Terms of Reference of the Call for Tender until the date of this document.

Additional information about each call for tenders are automatically sent to those economic operators having requested the Terms of Reference by e-mail or downloaded them from the *Portail des Marchés Publics* of Luxembourg. Updated versions can also be found on the ESPON website under each relevant project: http://www.espon.eu/main/Menu_Calls/



Please find here below requests of information from tenderers by email (tenders@espon.eu) and the complementary information provided by the Contracting Authority:

Information Request # 1 of 18/03/2016

1. Maximum available budget

“Can you please specify the budget for the website? On the current ESPON website I see the amount of € 100.000,— excl VAT, however, in text it states: four hundred thousand euros: "The maximum available budget for this contract is 100.000 EUR (four hundred thousand euros), exclusive of VAT but inclusive of all other taxes, disbursements, travel, accommodation and delivery costs.””

- **The correct maximum available budget is stated in Section 2.2 of the Terms of Reference. The information on the current ESPON website has been updated accordingly.**

Information Request # 2 of 04/04/2016

2. Documentation in English language

“The site (on the Luxembourg “Portail des Marchés Publics”) containing the documentation is in French however as stated in page 25 of the ToR, the working language is English. Could you provide an English version thereof?”

- **The full dossier of the terms of reference and annexes can be accessed, free of charge, either by request via email to tenders@espon.eu or downloaded at the Portail des Marchés Publics. There is no difference between the two versions and they are both in English language. The “Portail des Marchés Publics” as such is available only in French as this is one of the official administrative languages of the Grand Duchy of Luxembourg.**

Information Request # 3 of 04/04/2016

3. Previously issued clarifications

“Have any clarifications been issued by ESPON yet? If so, can these be sent to us please?”

- **The first clarification related to the call for tender 2016/S 055-092181 “Redesign the ESPON website” is sent on 13 April 2016.**

Information Request # 4 of 04/04/2016

4. Data migration

“The document doesn’t discuss data migration (from the present site to the new one). Should this be excluded from the tender response as it is assumed that the task will be carried out by ESPON EGTC staff?”

- **The implementation and integration of the new design will be carried out by the ESPON EGTC’s staff and the contractor of the webservice and IT solutions. During the migration phase**

the contractor of the new design should provide supervision support, helping to make sure that design is implemented correctly and suggests alternative solutions when needed. Please refer to pages 9 and 11 of the Terms of Reference.

Information Request # 5 of 04/04/2016

5. Hosting requirements

“The document doesn’t discuss hosting requirements.”

- **The website will be hosted by the external service provider for webservice and IT solutions and the costs are covered by the ESPON EGTC.**

Information Request # 6 of 04/04/2016

6. Functional tools in the website

“Is the bidder correct to assume that the functional tools that exist in the ‘Tools & Maps’ (example: <http://rimap.espon.eu> or <http://hypercarte.espon.eu/HyperCarte/initLicense.action>) are **not** to re-built as they are external to the site. Instead the bidder needs to link to these. Note that some of these tools don’t seem to function well (especially the earlier tools which are running legacy technology which has been superseded – such as HyperCarte) so some tools may need to be analysed for exclusion.”

- **The tools are already part of the ESPON Website. The rewarded tenderer is only expected to adapt the decided new design for the web pages of the tools.**
- **To use the tool HyperCarte, Java™ Runtime Environment needs to be installed.**

Information Request # 7 of 04/04/2016

7. Website future development

“Is the bidder correct to understand that all entries under ‘Website future development’ (page 8) are not to be included in the present bid as they are ‘future’ requirements. Confusion in the document is registered however as although these are marked as ‘future’ requirements the descriptive text contains words like “ESPON online library – the new website should host...”. Thus are these future requirements or present requirements which need to be quoted for and included in the price offered?”

- **Tenderers should take into consideration both the minimum requirements and the future developments as listed at pages 6, 7, 8 and 9 of the Terms of Reference. These minimum requirements and future developments need to be included in the proposal.**

Information Request # 8 of 04/04/2016

8. Integration with CMS

“With reference to ‘Delivery 4’ (page 9) can ESPON clarify if the bidder is expected to integrate the provided design with the present (OPEN CMS) or future CMS (eg. WordPress) or whether the integration of files is the task of ESPON staff? If the latter, what file formats would ESPON EGTC staff expect to receive the approved artwork (eg. Photoshop layers)?”

- **The implementation and integration of the design will be carried out by the external service provider for webservice and IT solutions in cooperation with the ESPON EGTC. The approved artwork should be delivered preferably in Photoshop layers and in .jpg or .png files.**

Information Request # 9 of 04/04/2016

9. Selection of CMS

“With reference to ‘Delivery 4’ (page 9) being discussed above. If the integration shall be the responsibility of the ESPON EGTC staff, why is the bidder being asked to select an Open Source CMS. Wouldn't this be a joint discussion with ESPON EGTC staff to ensure that these have the necessary skills on such platform?”

- **The new website can make use of the Open CMS, or a new system can be proposed, in consultation with the ESPON EGTC. Please refer to page 4 of the Terms of Reference.**

Information Request # 10 of 04/04/2016

10. Linguistic ability

“We have understood the project to mainly focus around ‘re-design’ however on page 12 of the document states: “*very good linguistic ability to communicate and draft texts of high quality standard in English*”. Can ESPON clarify what ‘texts’ the bidder is expected to produce?”

- **The text to produce is related to the technical proposal as introduced at page 6 and further described on pages 19 and 20 of the Terms of Reference.**

Information Request # 11 of 04/04/2016

11. Payment terms

“Payment terms: Would ESPON consider changing the payment plan (see page 13) to also include a payment upon signing of the Agreement?”

- **The conditions set out in Section 2.3 on page 13 of the Terms of Reference cannot be modified or amended. No advance payment is foreseen.**

Information Request # 12 of 04/04/2016

12. VAT declaration statement

“Annex C states: “If applicable, VAT declaration statement issued by relevant national authority”. What constitutes applicability? More so how is a VAT declaration statement, different from a VAT registration document?”

- **Tenderers having been attributed a VAT identification number shall provide their relevant VAT registration document.**
- **A VAT declaration statement would be issued by the VAT national relevant authority stating if the service provider has correctly declared his VAT and in order with the VAT legal requirements.**
- **Tenderers are required to submit their VAT registration document (proving their VAT number) at the moment of tendering but will also be requested to submit a VAT declaration statement if they are awarded the contract. Consequently at the stage of submitting the tender, the service provider may submit either a VAT registration document or a VAT declaration statement.**

Information Request # 13 of 19/04/2016

13. Bank declaration / statement

“Could you please provide additional information concerning the “Appropriate declaration/statement from banks (Statement of bank means that the bank has to issue a statement of financial capacity. Banks normally use a standard clause depending on the country) required? Can you propose a template for the Bank Statement? Do you expect the financing amount, or the amount of guarantee that can be provided?”

- **‘Statement of bank’ means that the bank has to issue a statement of financial capacity. If such document cannot be issued, then as requested in the Terms of Reference, the tenderer may provide a professional risk indemnity insurance statement instead. Please refer to the entire paragraph 4.2 (2) a) of the Terms of Reference.**
- **No template for the declaration/statements from banks is provided by the Contracting Authority. Banks are free to use their own model. Bank statement may vary depending the country and bank. Different models could be accepted as long as it reports the relevant information.**
- **No financial guarantee is needed for this contract.**

Information Request # 14 of 20/04/2016

14. Eligibility

"We moved our company in XXX from XXX to XXX. The company in XXX started in XXX, thus we have XXX years experience, but in terms of the turnover we only have XXX years with the new company in XXX. Are we still eligible for this call? And if so, are there any other documents that we can provide as proof of our financial and technical capacity?"

- **The contracting authority cannot provide any prior assessment on the eligibility of potential tenderers.**
- **Section 4.2 of the Terms of Reference provides specific instructions on the provision of documents for commercial undertakings established less than three years on the date of publication of the present call for tender and on how to proceed if a tenderer is exceptionally unable to provide any of the references or documents requested in this Section.**

Information Request # 15 of 21/04/2016

15. Presentation of design on the web

"In order for us to best demonstrate our proposed design it should be viewed in a web browser. Can tenderers provide a link to the design rather than present static and printed out designs which are likely to loose a lot in translation?"

- **The technical offer, including the proposed design, must be delivered in one original version and one electronic scanned copy version in PDF format (on an appropriate medium such as USB stick or CD-Rom). Offers deviating from the requirements or not meeting all requirements may be excluded on the basis of non-conformity with the terms of reference, and will not be evaluated.**
- **However, tenderers may decide to add any other additional elements to the minimum deliveries indicated above. This may also be a link to a web-browser.**
- **For further information please refer to Section 3.4 "Content of the offer (administrative - technical offer and financial offer)" of the Terms of Reference.**

Information Request # 16 of 21/04/2016

16. Financial identification form

"As part of the Financial Identification form (Annex C), bidders are requested to complete 'Details of the person/company who/which engaged the expenditure'; may you kindly clarify who this is referring to please?"

- **"Details of the person/company who/which engaged the expenditure" refers to the natural or legal person who submits the tender and who, in case of selection, will issue invoices under the contract.**

Information Request # 17 of 21/04/2016

17. Copy of full audited accounts or balance sheet/profit and loss statements

“Please clarify whether you need a copy of the full audited accounts for the last 2 years or an extract of the balance sheets and profit and loss statement only.”

- **There is no requirement to submit the full audited accounts, an extract is sufficient provided that it presents audited balance sheets or simplified balance sheets or extracts from balance sheets and the profit and loss statements. For further details please refer to Section 4.2(2) of the Terms of Reference.**

Information Request # 18 of 22/04/2016

18. Bank statement / professional insurance

“Regarding Section 4.2 (2) a) of the Terms of Reference, we would like to ask you what exactly do you mean by: declaration/statement from banks or evidence of professional risk indemnity insurance. We need to say that our banks do not issue declarations regarding our financial stability or similar analysis. The only thing our bank can provide is a simple account statement. We don't have any ongoing professional risk indemnity insurance either. Do we need to provide you with an insurance specifically for this contract? Or would it be enough the financial situations we do have: - the trial balances for how many years back you would consider appropriate, - simplified balance sheets, - profit and loss account situations, that are proof of our financial stability and means to sustain a our activity in regards of this contract and the other ones we have?”

- **According to Section 4.2 of the Terms of Reference, tenderers have to submit either a declaration/statement from banks or evidence of professional risk indemnity insurance.**
- **Section 4.2 of the Terms of Reference further state that if for any valid reason, the supplier is unable to furnish the references requested, the contracting authority must allow him/her to establish his/her economic and financial standing by means of any other document. However, it is for the contracting authority to assess whether such documents are appropriate.**
- **The contracting authority cannot provide any prior assessment on the appropriateness of such documents.**
- **An insurance specifically for this contract is not required.**

Information Request # 19 of 22/04/2016

19. References to Section 1.6 of the ToR

“On page 18 of the Terms of Reference, items 13, 14, 15 are referring to the section 1.6 that seems to be absent of the document?”

- **All references to Section 1.6 of the Terms of Reference should read as references to Section 1.5.**

Information Request # 20 of 22/04/2016

20. Live chat module

“The idea to improve the interactive of the site is the live chat. Do we need to implement the possibility for ESPON support their users through the live chat? OR/ AND do we need to provide the possibility for outreach contact points to communicate between each other?”

- **The Terms of Reference mention the live chat as an example of possible tools to introduce more interaction with the audience. A live chat, a better integration and visibility of social media tools, and any other suggestions to engage ESPON with the audience shall be taken into account by the tenderers. *Please refer to page 5 and 7 of the Terms of Reference.***
- **No, the successful service provider is not requested to provide the possibility for the ESPON Contact Points to communicate among themselves; the website shall provide a platform to the ESPON Contact Points to communicate to the public their own activities at national and transnational level. *Please refer to page 8 of the Terms of Reference.***

Information Request # 21 of 22/04/2016

21. Virtual Learning environment

“Do we need to include Virtual Learning environment interfaces adaptation to new design?”

- **Any other activities that are not specifically mentioned in the Terms of Reference but are required for the service provider to ensure the design of a modern, innovative and interactive website for ESPON shall also be included, proposed and described in the technical offer of the tenderer. *Please refer to page 6 of the Terms of Reference.***

Information Request # 22 of 22/04/2016

22. ESPON toolbox markup

“Do we need to include the ESPON toolbox markup (HTML/CSS) into the deliverables?”

- **As for the delivery 2 – Visual guide and functional specifications, the successful service provider shall deliver one wireframe for each section of the website, incorporating the toolbox and including a report of user testing sessions. As for the delivery 3 – Visual Design and instructions, the service provider shall deliver the visual design of all relevant sections of the website, incorporating the toolbox and including functioning prototypes of interactive elements (HTML+scripts), descriptive instructions for implementation that will be used to correctly implement all provided designs. *Please refer to page 11 of the Terms of Reference.***

Information Request # 23 of 22/04/2016

23. Focus group

“Will tool box be a part of Focus Group that is going to be a part of user research stage after new design implementation? By Focus Group we mean gathering the groups of users based on their role to validate the new web site layout and design with them during the focus group sessions.”

- **The Terms of Reference does not foresee any “Focus Group” after the implementation of the new design. However, the ESPON Toolbox can be part of testing sessions; as page 9 of the Terms of Reference states “User testing sessions with ESPON EGTC Staff should be taken in consideration as major source of feedbacks for iterations.”**