

CLARIFICATION TO TENDER: N° 02

“Provision of a Customer Relationship Management (CRM) product”

ENISA P/16/11/TCD

Questions & Answers

Q1:	Could you please provide a more detailed description about the processes that the vendor should implement regarding the “Interface to Portals” (Paragraph 2.11) within the scope of the project?
A1:	The vendor should make available to the Agency the respective portals for the use described in the tender. In particular, the vendor, according to the product offered should make available to the Agency a portal where virtual communities could be hosted and interact with the ENISA experts. The portals should be almost identical and able to be “recycled” and used to host another virtual community. The description in the tender provides adequate information of the use of such portals however ENISA maintained the description at this high level in order to enable the potential bidders to customise their offer around their product.
Q2:	Will the total solution be installed on ENISA’s premises and infrastructure or should it be hosted and maintained by the vendor?
A2:	Please see reply to question 4 in Clarification No1 to be found at the following link: http://www.enisa.europa.eu/procurement/Provision-of-a-CRM-product/Clarification%20No1/at_download/file
Q3:	Could you please provide an indication of the data that should be migrated from your existing sources to the CRM application (in bullets) and an indicative volume (in records) per entity (eg. Subscribers à 10.000 Records)?

<p>A3:</p>	<p>As indicated in point 3.5 of the tender “<i>The contractor should have the necessary experience and technical abilities to migrate respective content from existing sources, such as Microsoft Outlook, Excel, Word, Intranet SharePoint, Listserv and Maestro</i>”.</p> <p>The data should include but not be limited to full contact details, office documents, pdf files, pictures, web links etc. The respective volume is estimated to be moderate and proportionate to the size of ENISA however it should be expected that it would grow rapidly the coming years.</p>
<p>Q4:</p>	<p>Is there any estimation about the number of reports that ENISA will need in order to cover its day to day operations?</p>
<p>A4:</p>	<p>ENISA will need all necessary reports that would give insight on the content captured in the CRM. Indicatively we would like to see reports on the number of stakeholders, geographical distribution, areas of interest, activity by profile or group etc. We would also value the ability of extracting reports for the interaction of the ENISA experts with the stakeholders and respective follow-ups.</p>
<p>Q5:</p>	<p>Could you please provide a more detailed description about the integration with social media (Paragraph 2.9) and the desired functionality of that integration? What actions do you require to perform within the CRM regarding social media?</p>
<p>A5:</p>	<p>Social Media will be used by the Agency for marketing and communication purposes. Therefore possible integration should be explored regarding the ability of the ENISA experts to communicate and interact with these online communities and promote ENISA and their respective work in NIS.</p>
<p>Q6:</p>	<p>Is there any volume estimation about the workflows that should be implemented?</p>
<p>A6:</p>	<p>There is no estimation of workflow that should be implemented as this will be highly dependent on the project to be offered. Some workflows are described in the document at a high level such as the workflow for the access to data in order to provide a concept for the perspective supplier to design the offer. Broadly speaking, the workflows will be linked to the functionalities required and their respective interactions.</p>
<p>Q7:</p>	<p>The official communication language and all the related material will be in English? (Analysis sessions, Delivered documents, Manuals, Training, Support etc.)? Is this also true for the CRM UI language?</p>

A7:	All the communication should be in English. Data in the CRM database may be encoded in other languages should the input be received in that way.
Q8:	It seems that there is a clerical error in the numbering of the sections of the Tender Specifications. In particular, the numbering from the section 2.5 goes to 2.7. Please confirm that this is due a clerical error and there is not any requirement missing.
A8:	Indeed there is a typographical error and there is no Article 2.6 in Part 2 of the Tender Specification
Q9:	3.1 Look and Feel, "...that will be made available upon request." We understand that the brand guidelines of ENISA will be made available upon the contract award and not during the tendering phase. If our understanding is not correct, please provide us with the necessary material.
A9:	Indeed the brand guidelines will be made available upon award of contract. However a good reference is already the ENISA web site.
Q10:	2. Functional Requirements, "Any additional features that might be present by potential tools will be considered as "nice to have" and will play a secondary role in the selection process. It is therefore required by the tenderer to budget any additional functionalities separately from the ones required by ENISA as minimum." <ul style="list-style-type: none"> a. We understand that the cost of the additional (i.e. "nice to have") features should be indicated in the shell P17 of the Annex IV – financial offer and it will be taken into account in the total financial offer. Please confirm that our understanding is correct. b. We understand that the additional (i.e. "nice to have") features will be positively taken into account in the technical assessment. Please confirm that our understanding is correct. c. Is there any particular preference of ENISA regarding the additional (i.e. "nice to have") features?
A10:	<ul style="list-style-type: none"> a. The price box P17 is not for this purpose but for any other features which have not been outlined but which the tenderer deems as 'essential in order for the project of ENISA to be fulfilled.' The actual text is found in Part 2 Article 9 - Content and presentation of price offer, under the subtitle 'Important Notice'. Cost for 'Nice to have' features should be presented separately from the Financial offer form and will not be taken into account in establishing price offer points. b. Additional 'nice to have' features that would enhance the overall efficiency and effectiveness of ENISA's operations are welcomed by ENISA however no extra points will be awarded at the evaluation of the technical offer. c. No particular reference by ENISA exists on 'nice to have' features.

	<p>This should be interpreted as an opportunity for the tenderer to raise the awareness of ENISA on additional features available for the respective product offered.</p>
<p>Q11:</p>	<p>With reference to your response A4 of the “CLARIFICATION TO TENDER: NO 01”, could you please elaborate in detail on the following important issues concerning the hosting services:</p> <ul style="list-style-type: none"> a) Could you please provide detail requirements on the Hosting Services that should be provided by the Contractor? b) Could you please specify the Phase under which the Hosting Service shall commence, as well as its start / end dates? c) Could you please confirm whether the hosting service is included in the total budget available for the contract in subject?
<p>A11:</p>	<ul style="list-style-type: none"> a. Requirements for the hosting have been included at a high level in particular under the non-functional requirements. In this way the contractor should include in its proposal the Hosting Services offered to meet the respective functional and non-functional requirements. ENISA will be operating the application probably through a web interface on a client application to be made available by the contractor. b. It is preferable that the hosting services start from the very beginning of the implementation of the product until the expiration of the respective contract. c. Hosting Services are indeed to be included in the total budget of the contract.
<p>Q12:</p>	<p>Annex IV – Financial Offer</p> <ul style="list-style-type: none"> a) We understand that the lump sum is ALL inclusive cost, including travels, accommodations, services, etc. The licences cost will be stated separately following the Annex IV structure. b) In chapter 10 Estimated Contract Value it is specified that “The estimated budget for the first year (order to be placed in 2011) is approximately 80,000 Euros ..., which will include all project implementation costs and initial licensing”. <ul style="list-style-type: none"> i. Could you please specify in detail which licences are included in the “initial licensing”, and which Phases (as per Chapter 4) are considered as “project implementation costs” and as such the respective costs that should be covered by the estimated 80,000 Euros? ii. Could you please specify the Phases that are covered by the remaining contract’s budget (i.e. 120.000 Euros)?

	<p>c) With reference to Annex IV Financial Offer, and in case ENISA requires additional services / features from the Contractor during the 4 years duration of the framework contract, could you please specify how the orders shall be placed and more specifically how the services will be charged, given that there is no place in the financial offer form for a daily rate that could be used to cover such case? Can we assume that the order will be replied by a fixed price type quotation form the Contractor's side?</p>
<p>A12:</p>	<p>a. ALL costs including licencing costs should be covered by the budget allowed for in this tender.</p> <p>b. At the initial phase of the project development and implementation a handful of ENISA staff will be involved. We estimate that approximately 4-7 people will be involved therefore should the contractor deem that these people require a license to work on the development and implementation of the product then this cost should be accounted in the offer.</p> <p>The respective 120,000 Euros should cover licenses and respective maintenance and support as mainly but not exclusively described under the non-functional requirements for the remaining duration of the contract, In particular Phases A-G are covered by the indicated 80,000 euros while 120,000 euros are dedicated to cover the rest of the requirements as stipulated in the tender over the maximum allowable contractual period of 4 years. Indicatively this would cover licenses, back-ups, updates, maintenance and helpdesk.</p> <p>c. Each tenderer <u>is welcome to provide a daily rate</u> for consultancy services or for <u>extra features</u> as part of their general offer. This does not form part of the Financial Offer (Annex IV) and will therefore not be taken into account in the price offer evaluation. The ensuing contract signed by the successful bidder will include the <u>complete offer</u> by the tenderer which means that any extra pricing provided will be included in the contract. Should ENISA subsequently require additional services or features from the contractor then a specific request for quotation will be submitted to the contractor. The contractor will make an offer to ENISA on the required services and should this be assessed positively by the Agency, a specific Purchase Order will be dispatched ordering the additional services or features.</p>
<p>Q13:</p>	<p>Chapter 2.2 specifies that "Finally, the database underlying the CRM system in question should be available in neutral formats (e.g. CSV, XML) in order to avoid dependencies to a specific data storage solution".</p> <p>We understand that the RDBMS are considered as a neutral format with the precondition that all data can be extracted in the specified formats. Could you please confirm? If not, could you please provide elaborate more in detail on this requirement?</p>
<p>A13:</p>	<p>We can confirm your statement.</p>

<p>Q14:</p>	<p>Chapter 2.3 specifies that “In particular stakeholders mapping in terms of geographic location should ideally be supported by a geographical interface (e.g. a map) in order to facilitate ENISA’s decision on conferences and events that it needs to plan and implement (see current work on CERTs, Resilience, Awareness Raising, etc.)”</p> <ul style="list-style-type: none"> a) Could you please provide us with more detailed specifications of what it is requested by the above requirement? b) Furthermore, could you please specify whether the map should be automatically detect stakeholders’ locations and show a flag on the map which will be a linked to the actual account? c) Should the map presentation meet any specific requirements?
<p>A14:</p>	<ul style="list-style-type: none"> a) The availability of descriptive requirements is contained at a high level in order to avoid any product or vendor from being restricted to provide an offer in compliance with the functionalities. Different products offer different types of solutions and technologies for the same functionalities therefore we are limiting the description to a concise high level narrative. b) The map should, if possible, automatically detect stakeholders based also on the information encoded in the respective database. Other respective alternatives would be assessed by the Evaluation Committee. c) The map presentation should provide clarity of information with respect to the stakeholder’s location and the density of stakeholders in close proximity from the place of research.
<p>Q15:</p>	<p>Chapter 2.11 specifies that: “... It is therefore important to be able to develop and maintain community portals... .. To start with four initial portals are envisaged to be established in order to accommodate the needs of the respective communities. The respective portals should be recycled as soon as their mission has been fulfilled in order to be used for other respective operational purposes”</p> <ul style="list-style-type: none"> a) Could you please specify whether the development of the above mentioned portals are within the scope of the project i.e. is part of this project’s implementation? b) If the response to question a) above is positive, could you please provide the Tenderers with detailed specifications of the Portals in subject and moreover on the exact services that the Contractor will provide in order for the Tenderers to be in the position to calculate the necessary work effort and prepare his proposal accordingly? c) In the case portals in subject already exist, could you please specify in detail the CRM-Portals integration points both in respect of the system architecture as well as concerning the functional details?

<p>A15:</p>	<p>a) The respective portals are within the scope of the project.</p> <p>b) As mentioned in A1 the vendor should make available the Agency the respective portals for the use described in the tender. In particular, the vendor, according to the product offered should make available to the Agency a portal where virtual communities could hosted and interact with the ENISA experts. The portals should be almost identical and able to be “recycled” and used to host another virtual community. The description in the tender provides adequate information of the use of such portals however ENISA maintained the description at this high level in order to enable the potential bidders to customise their offer around their product.</p> <p>c) CRM –portals do not exist at the moment. The portals currently available are linked to ENISA’s website and they are distinct from the portals to be directly associated with the CRM</p>
<p>Q16:</p>	<p>Chapter 3.5 specifies that “... The contractor should have the necessary experience and technical abilities to migrate respective content from existing sources, such as Microsoft Outlook, Excel, Word, Intranet SharePoint, Listserv and Maestro.”</p> <p>Could you please specify in detail the type and volume of data that needs to be migrated?</p>
<p>A16:</p>	<p>Please see response A3</p>