CLARIFICATION TO TENDER: N° 03

"Provision of a Customer Relationship Management (CRM) product"

ENISA P/16/11/TCD

Questions & Answers

Q1:	Regarding Tender Specifications, Part 2 FUNCTIONAL REQUIREMENTS, section 2.11 Interface to Portals: "ENISA implement its work through programmes and work packages while at the same time maintaining communities that interact with each other for issues related to the competences and tasks of ENISA (i.e. Virtual Expert Groups). It is therefore important to be able to develop and maintain community portals in order to be able to provide the facility to stakeholders of specific groups of interests to exchange views in an open manner, review proposals, and perform voting procedures on a number of topics. 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. Please confirm that the functionality of building dedicated portals integrated with CRM is the subject of the contract. Please confirm that dedicated portals should meet at least the following functions: exchange views in an open manner (i.e. forums), review proposals, and perform voting procedures on a number of topics.
A1:	The functionality of building the 4 dedicated portals is the subject of the contract. The dedicated portals should provide the space were only the selected participants will be able to exchange views in an open manner (i.e. forums), review proposals, and perform voting procedures on a number of topics.

Q2:	Regarding Tender Specifications, Part 2 FUNCTIONAL REQUIREMENTS, section 2.12 Reporting: "Reporting is an essential element in having a real time overview of the progress of ENISA"s day to day work. Metrics for the implementation of our activities are particularly important in order to identify issues that affect the performance of the service. Therefore it is particularly important for the tool to have available pre-configured reports complemented by the ability to develop custom made reports in order to reflect targeted reporting needs of the Agency". Does Purchaser expect solutions to create and analyse reports in the form of pivot tables with drill-down functionality, roll-up, slice & dice, local search, filtering and sorting, etc. and support reporting functionality through a built-in editor, charts, etc.?
A2:	The way the reports will be offered is solely dependent on the bidder and the respective solution offered. The end result should be the delivery of clear reports of data captured into the system that would provide ENISA with respective metrics.
Q3:	Regarding Tender Specifications, Part 2 FUNCTIONAL REQUIREMENTS, section 2.12 Reporting "Therefore it is particularly important for the tool to have available pre-configured reports complemented by the ability to develop custom made reports in order to reflect targeted reporting needs of the Agency." We kindly request an estimate of how many pre-defined reports to be made in the implementation.
A3:	We would appreciate to have adequate reports in order be able to monitor information captured by the system. Indicatively a report could deliver the number of contacts captured in the database, or the geographic spread, or the areas of interest of the respective stakeholders in relation to the work of ENISA etc.
Q4:	Regarding Tender Specifications, Part 2 FUNCTIONAL REQUIREMENTS, section 2.13 Workflows: "The CRM solution - where required - should support workflow implementation and approval processes in content management, contact management, campaign approval and other respective processes in order to ensure that respective authorisations are provided by the competent staff in order to ensure uniformity and compliance with ENISA's internal processes." Apart from providing a tool for designing and running processes in the CRM system does the Employer also expects implementation of process during the contract]? If yes, please estimate of how many processes to be implemented by the Contractor in implementation.

A4:	In the initial phase we would expect that some workflows will be implemented depending again on the solution to be proposed. This discussion will be upheld in detail with the successful contractor once ENISA will be aware of the proposed solutions and its capabilities. Indicatively workflows that may be required are: • Validation of a contact (Project management level) • Erase of a contact (Project management level) • Erase the entire contacts in the database (Administrator level) • E-mail the entire contacts in the database (Administrator level)
Q5:	Regarding Tender Specifications, Part 2 FUNCTIONAL REQUIREMENTS, section 2.13 Workflows. Please clarify whether the Purchaser expects the editor of processes to ensure compliance with the standard notation of processes description, such as BPMN.
A5:	It is not required by the tender to comply with the business processes modelling standard such as BPMN however it will be appreciated. In general ENISA seek clarity from the respective bidders on the way workflows are designed and operate. This can be achieved in numerous ways therefore it's up to the bidders to select the best possible alternative.
Q6:	Please specify for how long during this contract CRM shall be hosted for ENISA at the external Data Centre?
A6:	ENISA ideally seeks to have the CRM solution hosted and maintained externally for the maximum duration of the contract as stipulated on page 20 of the Tender Specification.
Q7:	Regarding the answer to question Q4 - please let us know whether the offer is to include two variants of implementation: hosting the system at the external Data Centre and the supply and installation of equipment (servers, external storages, etc.) on the Employer premises?
A7:	The offer should include everything that the contractor deems necessary in order to fulfil the requirements of the tender in providing the requested CRM solution for ENISA
Q8:	Please inform us, if Purchaser provides the functionality of the OCR (Optical Character Recognition). If yes - please indicate the estimated number of pages of text to be treated monthly as this will help to estimate the cost of licensing arrangements.

A8:	OCR has not been included in the tender specs.
Q9:	Can Employer provide rooms and workstations in order to conduct training, or whether they are to be provided by the Contractor?
A9:	ENISA may provide rooms and respective workstations (depending on availability) for the in-house training.
Q10:	Regarding Tender Specifications, Part 3 NON FUNCTIONAL REQUIREMENTS, section: 3.7 Integration with the Current IT environment: The integration with the above applications is considered of paramount importance for the implementation of ENISA"s day to day work but will also facilitate to a great extend the effort for ENISA sound data migration (both at initiation and at later stages, as required). It should be noted, that migration of data in both directions is required (i.e. import/export). .Please wider explanation of the format and audio(sound) data to what is to be migrated into the CRM system. 2. Are these data to be processed or reproduced by the CRM system? If so, what kind of data processing of sound data Purchaser expects?
A10:	There is no migration of sound to be performed by the contractor.
Q11:	Regarding Tender Specifications, Part 2 FUNCTIONAL REQUIREMENTS, section 2.3 Stakeholders (Contacts) Mapping. Please let us know if the Purchaser allow using Google MapsT interface in terms of geographic location of contacts in CRM
A11:	ENISA does not exclude any possibility provided that is in line with the functional, non-functional and security requirements defined in the tender.
Q12:	Please let us know what Service Level Agreement (SLA) for hosting services is expected (mode, the maximum time of single failure (eg.4h) maximum acceptable time for all potential failures in the long term (e.g. annual availability: 99,0%, 99,5%, 99,9% year), response time(e.g. 1 hour) etc.). Is it possible to include in the offer three variants of SLA for hosting?
A12:	ENISA has stressed in the document the requirement for data security, redundancy and for a continuous operational environment. Therefore we would like to assess offers with respect to the maximum assurances that

	ENISA may obtain. We welcome the possibility to include alternative SLA's for hosting that will be assessed by ENISA for suitability and compliance.
Q13:	Please let us know what bandwidth of telecommunication link is expected. Does Telecommunication links with guaranteed symmetric bandwidth of 10 Mb/s and no transfer limits is acceptable?
A13:	Although this standalone variant may be considered acceptable the assessment will be performed in the context, and modus operandi of the solution proposed.