Heraklion, 05/10/2010
ENISA/ADM/DC/dc/2010/789

CLARIFICATION TO TENDER: N° 02

"Provision of Web Hosting and Web Development services"

ENISA P/20/10/PAU

Questions & Answers

Q1:	We'd like to receive a clarification about the extensiveness of the system administration tasks compared to the Plone platform. In your tender you ask for "basic system administration tasks" and 24/7 support. However, you do not lay down whether administrative tasks on the Plone/Zope installation and portal itself are expected. Are those intended to be included in the hosting, done by the Agency, by the winner of lot 2 or another third party?
A1:	The successful contractor for 'LOT 1 – Web hosting' will be responsible for the System Administration related tasks of the hosted servers including the installation / updating of Plone/Zope, while the successful contractor for 'LOT 2 – Web development' will take care of the development related work, including the administration of the portal itself (via web administration UI).