



**CLARIFICATION: N° 2**

**“Security and Resilience of electronic communications networks and services”**

**ENISA F-COD-13-T31**

**Questions & Answers**

<b>Q5:</b>	What are the technical capabilities and requirements of the Survey platform that is required to be used (in reference to Footnote 6 on page15 of Tender Specifications document), such as a) Will we be given 24/7 access to the platform to be able to develop the survey or retrieve results? b) Is the survey platform capable of producing basic statistical results and reports?
<b>A5:</b>	a) The survey platform is part of ENISAs Plone technology web platform. The contractor develops the questions in word format in cooperation with the ENISA project team and ENISA supports the contractor by mounting the questions in the survey platform. The contractor will have access to the replies for downloading in exc format for further analysis. b) The survey platform can produce basic statistical results and reports.
<b>Q6:</b>	Page 15 of Tender Specifications document reads the following: <i>“The contractor should participate in developing survey questions to the providers and.....”</i> a) Can clarification be provided on the process of developing survey questions, the process that will be deployed to do so and what exactly is expected from the contractor? b) Does this entail that ENISA will be the lead in developing the exact survey questions? c) Will there be a group of stakeholders to define and sign-off on questions? If so, how many? d) What is ENISA’s prediction on the duration of this process for the contractor to be able to start disseminating the survey and start collecting answers?

<p><b>A6:</b></p>	<p>a) This concerns the content of the survey questions. It is part of the assignment for the contractor to propose relevant survey questions suitable for the study. The proposed questions are sent to the ENISA team in a word format and will be cross checked with the ENISA team who provides feedback on the proposals and possible added questions</p> <p>b) No, the contractor proposes the survey questions to the ENISA team and ENISA gives feedback and possible added questions.</p> <p>c) The ENISA team will use a small reference group to validate the survey questions, about 4 experts from the CISO office of electronic communications service providers, preferably a mobile network operator, a PSTN operator, a VoIP provider and an ISP.</p> <p>d) This is to be proposed by the contractor taking into account the whole timeline of the project.</p>
<p><b>Q7:</b></p>	<p>a) Is anonymity allowed for the survey participants and interviewees?</p> <p>b) What is the minimum data required to be explicitly collected on the names and affiliation of participants?</p>
<p><b>A7:</b></p>	<p>a) Anonymity is not allowed when responding to surveys and interviews. However, in the written output from the contractor to ENISA and in the public material all references to the respondents will be removed, thus making replies anonymous. Also, draft text for the public material will be cross checked with the interviewees in order for them to react if they perceive that any "sensitive" information can be connected with their affiliation.</p> <p>b) Name of participant, name of organisation, country of seat of the office</p>
<p><b>Q8:</b></p>	<p>D1 and D2 (as stated in page 15 of the Tender Specification) read as the following:  "D1: A slide deck which summarizes the results of Task 1,  D2: An internal working document which includes all the output from Task 1 including a full reference list of relevant public material, survey results and interview minutes".</p> <p>a) What exactly is intended with the "results of Task 1"? Are they the number of survey respondents, the raw data of these responses or does it include "findings" which require some analysis of the survey data collected.</p> <p>b) Similarly, should the internal working document of D2 contain any findings or is it to contain only the narrative of the work that had been done until then together with the desk-top study?</p>

<p><b>A8:</b></p>	<p>a) The results of task 1 are the number of survey respondents ,the survey results, the minutes taken in interviews and summaries from relevant public material, like web content, public reports etc. The data from the interviews should be summarised in an easy readable format. The survey responses should be translated to graphs when relevant and to provide visibility. From the "results of Task 1" the output should be as requested in the tender specification D1 and D2. This part does not require further analysis but should be packaged in a structured way. The extraction of "findings" is part of next task, Task 2 - Analysis.</p> <p>b) See reply above.</p>
<p><b>Q9:</b></p>	<p>Is recording of all meetings allowed? We would like to record all virtual or on-site meetings (if any) with ENISA as well as all other stakeholders throughout the project so that the quality of the post-meeting actions and meeting minutes can be cross-checked and improved through the recordings</p>
<p><b>A9:</b></p>	<p>Recording is a good way, provided that the interviewee agrees on it. A 'no' answer shouldn't exclude the interviewee from participating.</p>
<p><b>Q10:</b></p>	<p>Pg 17 of the Tender Specification reads the following:  "Deliverable D1, D2 and D3 shall be ready 15 May 2014. Deliverable D1 and D3 will be used in workshops in May (with NRAs and providers). " and page 18 reads the following:  "2.6 PLACE OF EXECUTION OF THE ACTIVITIES AND COMMUNICATIONS The execution of the activities will take place at the Contractor's premises. The Contractor is required to be virtually present for for the kick- off meeting and all necessary meetings and for collecting all relevant information to conduct the analysis. For this purpose network based collaborative tools (i.e. video and tele conferencing) will be used."  Accordingly our understanding is that ENISA does not require any on-site, face to face meetings with the contractor and will organize and conduct the "workshops" mentioned in Page 17 without the requirement of on-site presence from the contractor. Can this be confirmed?</p> <p>If this is not the case, and indeed contractor's on-site attendance is required in any workshops or meetings, can a detailed estimation be given on how many workshops or meetings are foreseen, where they are to be organized and when.</p>
<p><b>A10:</b></p>	<p>No on-site meetings required for the contractor. Only virtual meetings</p>
<p><b>Q11:</b></p>	<p>Can clarification on payment times be provided?  Can the invoice be sent to ENISA on 30 June 2014, so the payment can be made within 30 days after receipt of D4 and D5 by ENISA? Or should the payment be expected by the end of contract, 31 October 2014?</p>
<p><b>A11:</b></p>	<p>There will be one payment made for the full contracted amount at the end of the project once the final deliverable has been accepted by ENISA.</p>

<b>Q12:</b>	Regarding the status update meetings (as noted in page 16 of the Tender Specification document, under Section 2.24 TASK (on-going): Project management), what is ENISA's estimation for the duration of each bi-weekly status meetings?
<b>A12:</b>	30 minutes to 1 hr.
<b>Q13:</b>	Regarding the availability requirement until 31 October 2014, what is the estimated time requirement on the contractor's side? How many calls, discussions, occasions are foreseen to happen that will require contractor's support?
<b>A13:</b>	An estimated time is 24 hrs. in total between July 1 and Oct 31