

CLARIFICATION: N° 01

“Web Hosting and Web Development services”

ENISA F-TCI-13-T17

Questions & Answers

<p>Q1:</p>	<p>We work together with a hoster that specialises on Zope and Plone and would bid with them as subcontractor. They do not only generic hosting but also application specific services. Especially in terms of monitoring and testing, they can do much more than the generic hoster. But calculating the cost for the machines over the time of the contract, we quickly reach the limit.</p> <p>In the tender, testing and scanning is included in the hosting chapter. This will include manual work and thus might very well extend the fixed limit for hosting.</p> <p>Therefore my question: Is hosting strictly limited to the given amount or can efforts for testing and scanning be charged on the web development budget?</p>
<p>A1:</p>	<p>Web hosting services should be strictly limited to the given amount (€65,000.00 over the maximum possible period of 4 years). Each offer should cover <u>at least</u> the minimum requirements as set out in the tender specifications and if the budget allows, the offer could include extra features you may propose.</p> <p>In any case, extra services (and their cost) can be mentioned within the body of the technical offer.</p> <p>Please be reminded of the following which is reproduced from page 5 of the ‘Tender Specification’:</p> <p>PLEASE NOTE: <i>A maximum of €65,000.00 can be attributed to the Web hosting services over the possible 4 year period – including the costs of the one-off ‘Migration’</i></p>

Q2:	Can you provide information on the traffic of the current installation? Hosting cost often is traffic dependent
A2:	An estimation of the traffic on the ENISA website and portals is about 300GB of data transfer every month. The ENISA website has about 300.000 visits every month.
Q3:	You state that also the migration effort is to be part of the hosting budget, but it is not mentioned where to migrate from so that the effort could be estimated.
A3:	We understand that this relates to the technical migration, rather than the physical location of the current implementation. In this case the current hardware and software architecture is described in the tender (Tender Specification, page 6 – “Overview of Current Implementation”)
Q4:	Are the data protection requirements for the test servers the same as for the production environments?
A4:	Yes, testing environments have the same data protection requirements as production environments.
Q5:	Is it correct that Internet Explorer 7-9 is to be supported? Or should that be 8-10?
A5:	Internet Explorer versions 8 - 10 (and all latest versions) should be supported.