

# **Procedure for hiring an external contractor to develop, operate and maintain the new [www.interreg.eu](http://www.interreg.eu) website**

## **Call for tenders**

## **Questions and answers**

This document contains the questions received from interested tenderers, and their relevant answers.

1. Question: I have seen your RFC for the new website and saw this: "For orientation, Interact expects the total amount paid on this contract to be less than EUR 200 000 (excluding VAT). This amount is expected to cover release 1 and 2 of the website, as well as Operations and Maintenance and Customer training until 31 December 2029." Is it correct that the total budget for the new website is less than EUR 200.000, including Operations and Maintenance and Customer training until 31 December 2029?  
Answer: Yes, the amount mentioned in the Terms of Reference is correct.
2. Question: Are all the prices revised upwards or downwards each year in accordance with the HICP after the first year of contract or shall they be all kept fixed and firm until December the 31st, 2029?  
Answer: The prices remain the same throughout the contractual period.
3. Question: We submit our proposal as a Danish sudsideray with a European HQ. Both with unique CVR/TIN. We use resources from both. Shall we in annex B submit both entities?  
Answer: Yes, if you plan to use resources from both.
4. Question: Do you need an ESPD, and if yes to above, do you need for both companies?  
Answer: No, we don't need ESPD.
5. Question: Are you open to a face-to-face meeting to better align the efforts before the submittal date in May?  
Answer: This is not possible before the award of the contract.
6. Question: Shall the resolution time specified in the "Operations and Maintenance Section" of Annex 1 "Requirement Specification" – Requirement 4.10 for:  
  
Error type A ("critical error"), which shall not exceed 24 hours, and Error type B, ("serious error"), which shall not exceed 24 hours

be calculated as business hours (e.g., from 09:00 to 17:00 Danish time from Monday to Friday), or continuous (24h = 1 calendar day), with no distinction between business hours and outside of business hours. For the Error type C ("less serious error") the resolution time is specified in "working days".

Answer: The 24h refer to calendar days.

7. Question: The Requirement 4.2 states that "The Supplier will host the new website in its own server and ensure the website is in top condition for the duration of the contract. For this, the Supplier will provide regular software updates (preventive, adaptive, corrective and perfective), security maintenance, performance optimization and server maintenance." Therefore, it seems that the price for the "Right to use the server" is used together with the one for "Operation and Maintenance" in the formula to calculate the "expected cost of the Contract". Is this assumption correct? If yes, in which way the prices are combined and used?

Answer: The assumption is not correct. The price for the use of the server is not part of the evaluation.

8. Question: The price for Support seems to include only the Training and Support Activities (Requirements 5.1 to 5.3). Is this assumption correct?

Answer: Yes, that is correct.

9. Question: It seems that the "IT Consultants hourly rates" are not used in the evaluation procedure. Is this assumption correct?

Answer: The overall economic consequences sub-criterion (the expected cost of the Contract) will be evaluated based on the prices quoted in Annex 3 Prices of the Contract excluding VAT, and will be the sum of:

- The price of Release 1 & 2 (excluding VAT). Please, note that this price must include all costs required for the development of releases 1 and 2, including staff hourly rates.
- The price of Operations and Maintenance for 5 years (offered price \* 12 \* 5) (excluding VAT)
- The price of Support for 5 years (offered price \* 12 \* 5) (excluding VAT)
- Additionally, IT Consultants hourly rates are also required to be included in Article 4. IT Consultants hourly rates so as to calculate the cost of additional work beyond release 2 of the website. The hours necessary to deliver Releases 1 & 2 are included in the cost of Releases 1 & 2, however the hourly costs of further development are not included in the evaluation, because we do not know if they will become relevant.

10. Question: Our company has gained valuable experiences within the world of Interreg by previously completing the project: "Strategic digital communication of Interreg". The deliverables included: Qualitative & quantitative insights; Communication Strategy; Governance Model; Content recommendations; Solution Design; Social media recommendations. We kindly are looking to understand if we are deemed eligible to bid for the new call (Call to develop, host and maintain a new Interreg.eu website).

Answer: Yes, you are eligible for the present call.

**11.** Question: In regards to migration of existing content (Requirement 0.6), can you provide any details on the current CMS used and what is to be expected to be provided in terms of access and documentation of the current setup?

Answer: The current website runs on a WordPress CMS. We will provide the supplier with a package of the whole site, that they can install on their local host machine.

**12.** Question: In Requirement 0.18, it is asked that part of the offer will include "a mock-up of an inner page for the "News & Stories" section". The mock-up is already provided in the Solution Design document, in pages 33 and 118. Is it a correct assumption that no further design output is needed but rather the mentioned "explanation of how the UX elements included in it help engaging a user who is a policy maker and who is trying to understand the impact of Interreg projects on the territory and its citizens."? Or are you looking for suggestions that would serve as an example of the work to be done during the "Discovery phase"?

Answer: Requirement 0.18 indicates: "Tenderers shall include in their offers as a chapter in the Methodology Plan, a mock-up of an inner page for the "News & Stories" section, with an explanation of how the UX elements included in it help engaging a user who is a policy maker and who is trying to understand the impact of Interreg projects on the territory and its citizens. In the evaluation, emphasis will be on how well the proposal demonstrates a good understanding of the user needs outlined in Annex 6". So, tenderers are required to provide a mock-up and an explanation. The mock up submitted by the tenderer should improve and not just replicate the materials already provided in the tender materials.

**13.** Question: Will we be able to have access to some of the content and visual assets for initial launch?, if so, what estimated dates are there to receive this content?

Answer: Yes, the idea is to have these contents ready for the initial launch. The specific dates will be discussed with the selected supplier in an inception meeting at the beginning of the project.

**14.** Question: Are there any legal or technical requirements that third-party applications or plugins that we use on the platform must have?

Answer: The only requirements are those already included in the tender documents.

**15.** Question: The documents name some third-party services such as Google Maps, Social Feeds, Youtube, Vimeo, etc... Are there any other third-party services or plugins that are a preference for the new website?

Answer: Not at the moment.

**16.** Question: Could you provide more details on the integration with the Keep.eu database? What specific data or functionalities are expected to be linked between the two platforms? Is there any other integration with other databases or APIs that we are already aware of?

Answer: All the currently available information about APIs in general and about the integration with Keep.eu specifically is already included in the tender documents. See Annex 1 Requirements Specification and, for more details, Annex 2 Solution Design where you can find a few functionalities mentioned.

- 17.** Question: Annex 1, 3.10 - Regarding the API connections with the existing Keep.eu database, could you provide detailed specifications?  
Answer: All the currently available information about APIs in general and about the integration with Keep.eu specifically is already included in the tender documents. See Annex 1 Requirements Specification and, for more details, Annex 2 Solution Design where you can find a few functionalities mentioned.
- 18.** Question: Annex 1, 3.10, 3.7 - What specific levels of access should be defined for back-end users?  
Answer: The editor roles are described in Annex 2 Solution Design, page 164.
- 19.** Question: Annex 1, 3.22 - Are there specific metrics or performance indicators that should be included in the test report?  
Answer: We count on the expertise of the Supplier to propose updated best practices for this in order to ensure the optimal website's performance and usability, identify areas for improvement, and make data-driven decisions to optimise the website before its official launch. Our initial thoughts on specific metrics would be to include, for example: task Success Rate; error rate; time on task; navigation path analysis; first click analysis; feature adoption rate; page abandonment rate; user satisfaction scores, feedback sentiment analysis, etc.
- 20.** Question: Besides the "less than 1 second page load" performance metric, are there any other performance metrics that should be met and in any particular site pages? Is load testing expected for the new website?  
Answer: As for the previous question, we count on the expertise of the Supplier to propose updated best practices for this. Our initial thoughts would be to include load testing, yes.
- 21.** Question: Annex 2: There are no Functional Specifications for the "Cookie Policy" "Terms and Conditions", "Accessibility" and "Relevant Links" pages. Should we assume that they can be built using generic content modules?  
Answer: Yes, this is possible.
- 22.** Question: Annex 2: There are no Functional Specifications for the "Contact" page. Should we assume that they can be built using generic content modules  
Answer: Yes, this is possible.
- 23.** Question: Annex 2: In the pages described in the proprietary functionalities chapter, should we assume that all the proprietary and generic modules that are described will make up the final format of the page/template or can the page also be customized by the web editor.  
Answer: Please, check page 151 of Annex 2 Solution Design, "Modular Approach".
- 24.** Question: Will the editable version of the wireframes displayed in "Annex 2\_Solution Design.pdf" be provided? (e.g., Figma file)  
Answer: Yes, as indicated in requirement 2.1 (see Annex 1 Requirements Specification).

- 25.** Question: Are the Generic Modules listed on page 152 the basis for the new website structure, or are there any adjustments/changes required?  
Answer: As indicated in Annex 1 – Requirements Specification, requirement 0.1, "During the "Discovery phase", the Supplier will review the "Solution Design" and propose any necessary improvements."
- 26.** Question: Can you confirm that you will provide the necessary brand elements such as logos and icons, copy, photos, and videos for the website  
Answer: Yes
- 27.** Question: Specifically for icons, is there a specific iconography that needs to be used as part of the website's user interface or would you want the vendor to design?  
Answer: As indicated in Annex 1 Requirements Specification, requirement 2.3, "The Supplier shall comply, for the production of the website's layout and for all graphic design work, with the Interreg Visual Identity delineated in the Interreg Brand Manual (annex 5)".
- 28.** Question: What is the current system being used to manage content?  
Answer: The Content Management System of the website that is currently online is based in WordPress.
- 29.** Question: Is there a model of the content that can be shared?  
Answer: For a reference of the content that can be expected, please, refer to Annex 2 Solution Design.
- 30.** Question: Is there an automatic export of the content that could be triggered in the current system?  
Answer: No, not to my knowledge.
- 31.** Question: Translation module. You mentioned that an onsite translation should be in place. Modern browsers offer inbrowser translation features. However, do you want to have an explicit action to translate content?  
Answer: We do mention in Annex 2 Solution Design, page 149, an on page translation functionality, with the "Ability to translate pages via Google Translate".
- 32.** Question: Regarding website map: How will you hand off this module to us? Should we replicate the current CMS implementation or do you want/need to make changes to how it currently works.  
Answer: The Supplier shall reuse the existing Interreg map and sub sub-maps (SVG's) that can be seen on the front page of the Interreg.eu website that is currently online. The Supplier shall avoid building any user interfaces for handling the creation and maintenance of these SVG's.
- 33.** Question: The "Annex 2 Solution design" presentation cites at slides 3 "Introduction to the Solution Design" the section "Podcasts" as an already existing (external) service. Shall the Supplier continue using the same service? Who is going to cover the costs, if any, of this external service?  
Answer: The podcasts are currently hosted in Simplecast, a service that is managed and paid for directly by the Customer. The Supplier will not have to cover the cost for this.

**34.** Question: With reference to the ToR document – page 4 and also FAQ #1 (Question: I have seen your RFC ...) it seems that the maximum overall budget is 200.000,00 EUR (excluding VAT). Could you please confirm that this budget also includes the costs for the Server (hosting) whose monthly fee shall be declared in Article 3. Right to use the server of Annex 3?

Answer: Yes, the maximum overall budget shall include the costs for the server, that tenderers need to specify in Annex 3, Art. 3 "Right to use the server".

**35.** Question: Ref: Annex 1 - Requirements Specification, 0.6 General Solution. "The supplier shall migrate or transfer in another appropriate way any relevant data from the currently existing www.interreg.eu website... ...This will involve, at least, the transfer of the existing map..." Question: Aside from the map, can you give more information on what items interreg.eu has in mind, at this time, on migrating - how many pages this involves and what these pages consist of (modules, functions etc.)?

Answer: The main element to be transferred is the map. At the moment, we haven't identified any other specific piece of information to be transferred apart from what we already indicate in the tender documents. At this moment we don't expect any other functionality to be transferred.

**36.** Question: Ref: Annex 2 - Solution Design, page 51. "The ecday.eu" website shall be set up in the campaign section of interreg.eu..." Question: Is this also a migration process? If so, could the tenderer give more information as to what is to be migrated and how many items this entails?

Answer: No, this will not involve a migration process.

**37.** Question: Ref: Annex 3 - Prices, Article 3. Right to use the server. Question: if "Article 3. Right to use the server" is not part of the evaluated price, what mechanism prevents bidders from lowering prices on project and maintenance / support and just compensate by setting a very high price for the cost of the right to use the server?

Answer: The price of the server should reflect any cost the supplier has to procure the server. Additionally, please remember that, as indicated above in the answer to question 34, the maximum overall budget (i.e. EUR 2000 000) shall include the costs for the server, that tenderers need to specify in Annex 3, Art. 3 "Right to use the server". The Contracting Authority has the right to cancel the tender if we do not get offers that are to our satisfaction.